



**JOB DESCRIPTION**

<b>JOB CLASSIFICATION:</b>	Supervisor, Newcomer Services
<b>PROGRAM:</b>	Newcomer Services
<b>COMPANY:</b>	Skills for Change
<b>LOCATION:</b>	791 St. Clair Avenue West, Toronto, M6C 1B7
<b>REPORTS TO:</b>	Senior Manager, Newcomer Services
<b>CONTRACT TYPE:</b>	Permanent
<b>HOURS:</b>	35 hours per week (Monday- Friday)
<b>START DATE:</b>	Immediate
<b>APPLICATION DEADLINE:</b>	Open until filled

**COMPANY:**

Located on the traditional territories of the Mississauga's of the Credit, the Anishinaabeg, the Chippewa, Haudenosaunee, and the Wendat peoples, Skills for Change (SfC) is working towards advancing the Sustainable Development Goals for the Greater Toronto and Hamilton Area.

Named Charity Village's Best Non-Profit Employer - Diversity, Equity and Inclusion and winner of the 2021 Canada Volunteer Awards for Innovation, our organization is committed to reducing poverty, improve mental health, eliminating gender-based violence, building community, eradicating systemic racism, and settling and creating sustainable communities for all immigrants, refugees, and underserved communities.

Start your career with SfC and join our 40-year history of creating innovative programming to build welcoming and equitable communities.

**GENERAL ACCOUNTABILITY:**

With 40 years of operations, Skills for Change is a highly respected non-profit charity with a province-wide reputation for pioneering programs that respond to shifting immigration and workplace trends and lead to employment. We offer a range of accelerated programs including mentoring, employment, settlement, language training together with specialized programs for skilled trades, women, and youth. We have 5 locations across the GTA and serve 16,000 clients annually. We believe we are in the best position to provide thought leadership through evidence-based programming, impact stories and proactive policy advocacy using knowledge mobilization products.

**PROGRAM NATURE AND SCOPE:**

The Supervisor, Newcomer Services will be responsible for the delivery of newcomer programs within a larger portfolio of newcomer services ensuring objectives, targets and outcomes of newcomer programs are met.

**HEAD OFFICE**

-  791 St. Clair Avenue West  
Toronto, Ontario | M6C 1B7
-  SkillsForChange.org
-  info@skillsforchange.org
-  416-658-3101

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Reporting directly to the Senior Manager, Newcomer Services, the Supervisor manages frontline staff and has primary responsibility for the current program management and assists in new program development. The Supervisor is also responsible for outreach and networking with a variety of stakeholders to enhance SfC's competitive position.





**The ideal candidate has:**

- Team leadership and supervisory skills of a diverse team.
- Knowledge of newcomer programs and labour market trends and opportunities for newcomers in various sectors
- Sensitivity to, and understanding of, issues and barriers to employment faced by newcomers.
- Demonstrated commitment to high standards of culturally sensitive service delivery within an anti-racist and anti-oppressive framework.
- Good organizational skills and ability to multitask in a quick paced work environment while maintaining a high level of accuracy.
- Demonstrated a high degree of initiative, risk management, time management and problem-solving ability.
- Master level skills in Microsoft 365 (Word, Excel, and PowerPoint).
- Experience in data collection and analysis of newcomer trends and challenges
- Ability to write detailed monthly, and quarterly reports to senior management reflecting newcomer trends
- Public Speaking and presentation skills, to present program updates in meetings and conferences
- We encourage applications from candidates with lived experience similar to the clients we serve

**RESPONSIBILITIES:**

- Supervise part-time and/or full-time frontline workers, including goal setting, performance management, and professional development opportunities. Ensure that staff remains motivated and engaged in ongoing learning and skills enhancement to better serve the needs of clients.
- Manage the day-to-day activities of the program delivery and team, ensuring compliance with policies, procedures and regulations.
- Collect, analyze, track and monitor monthly, quarterly and annual statistical reports and statistics on an ongoing basis to ensure program targets are being met on a timely basis.
- In consultation with the Senior Manager, Newcomer Services, take timely and corrective action when necessary if program targets are falling behind.
- Support data collection and prepare initial reports, interim reports, annual reports, and other reports as required by the funder.
- Monitor the data entry, data quality and integrity in the data base systems by the staff.
- Manage budget lines and authorised expenditures within delegated limits and SfC's financial policies and procedures.
- Produce oral and written reports on client engagement level, activity delivery and the development of new programs / projects.
- Actively participate in, and contribute to, relevant sub-groups of the Skills for Change.

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- Facilitate team decision-making and delegate action items as necessary.
- Work collaboratively with staff and other management team members to create appropriate processes to ensure coordinated, integrated and efficient service delivery to clients across all the agency's programs and services, particularly across locations.
- Promote and support consistency in service delivery and sharing of resources across sites resulting in smooth program delivery
- Monitor and track the smooth and ongoing operation of cross program referrals and shared resources.
- Maintain a positive professional relationship and communication links with public and relevant stakeholders.
- In collaboration with Senior Manager, Newcomer Services, develop partnerships that will enhance the services offered to clients.
- Identify and develop new services and resources based on client needs and work at continually enhancing service delivery and increasing business intelligence.
- Handle additional tasks as required by the Senior Manager, Newcomer Services


#### **SKILLS, EDUCATION AND ATTRIBUTES:**

- A diploma or an undergraduate degree in community development, social work, or other demonstrated experience as it relates to the role
- Minimum 3 years' experience in newcomer services, or related program experience, including report preparation, budget monitoring and management.
- Minimum of 3 years' experience in a supervisory role in a similar capacity within a non-profit, philanthropy or public-sector environment
- Experience managing funder relationships, ensuring compliance with guidelines is an asset.
- Experience with IRCC funded programs is preferred.
- Digital skills and proficiency in online engagement and data systems is preferred.
- Excellent presentation and facilitation skills.
- Experience working cooperatively with various government and community agencies providing training and employment services.
- Demonstrated excellence in time management, organization, planning and research skills.
- Knowledge/understanding of and sensitivity to issues of concern to immigrants and refugees and those with multiple barriers.
- Strong leadership and teambuilding skills.
- Strong analytical and problem-solving skills.
- Knowledge of a second language is an asset.
- Ability to work at irregular hours, or as per the program requires.
- Positive and flexible attitude towards change and willingness to contribute to organizational goals.
- A clear, mandatory vulnerable sector check.


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**PLEASE SEND YOUR APPLICATION TO: [hrsupport@skillsforchange.org](mailto:hrsupport@skillsforchange.org)**

As part of our commitment to diverse & inclusion racial justice and reconciliation, Skills for Change encourages applications from those who identify as Black, Indigenous, people of colour, and other under-represented communities. Skills for Change offers accommodation for applicants with disabilities in each stage of the hiring process. If you are contacted regarding a job opportunity, please advise if you require accommodation. This document is available in alternate format on request.

We thank all applicants for their interest in this position however only those selected for an interview will be contacted.

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