

Chimo Community Services

Date of Posting: March 7 2024

Closing Date: March 22 2024

Position Title: Settlement Program Manager (28hrs/wk @ \$40.85/hr)

Classification: Excluded

Reports To: Director of Services, Settlement and Advocacy

Summary: The Settlement Program Manager is responsible for the effective management of the Chimo Community Services Settlement Program, including oversight and supervision of staff, volunteers and practicum trainees.

The Settlement Program Manager will work closely with and under the leadership of the Director of Services to manage service contract expectations, including meeting service deliverables and client targets, data management and completing funding reports.

The Settlement Program Manager will provide input in program development and evaluation, as well as staff and volunteer training.

Key Duties and Responsibilities:

1. Adhere to the policies and standards of Chimo Community Services, as established in policy and program manuals, job descriptions, written memos, and verbal agreements.
2. Participate as a member of the Leadership team, actively engaging in agency wide initiatives.
3. Maintain a high level of newcomer sector knowledge, ensure best practices are followed, develop and implement annual program objectives, identify areas for continuous improvement and develop change management plans.
4. Support the development of funding proposals in consultation with program staff, Executive Team members, funders and other stakeholders.
5. Ensure effective program/service delivery that is consistent with Chimo's mission, vision, values and philosophy, as well as with all policies and legal, contractual and budgetary obligations; work closely with and under the leadership of the Director of Services to fulfill these expectations.
6. Ensure effective database management and analysis; support staff to ensure data accuracy and timely submissions.
7. Ensure that all reports, including Contractual Reports and Chimo Reports, are completed in a timely manner.

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8. Provide supervision, leadership and guidance to team members using effective management techniques such as coaching, mentoring and skill development.
9. Addresses performance management issues, provide feedback and performance plans/evaluations on all staff persons on a regular basis.
10. Schedule personnel, including the approval of vacation or other leaves, ensuring that client targets and program outputs/deliverables are clearly assigned.
11. Recruit new staff, including interviewing and selecting candidates for vacant or new positions.
12. Ensure WorkSafe health and safety standards are maintained.
13. Facilitate and foster intra-agency collaborations and referrals.
14. Represent Chimo Community Services in the community. Participate, as appropriate, in inter-agency committees, meetings, workshops, etc.
15. Performs other related duties, as directed by Supervisor.

Qualifications:

Education, Training and Experience

- A Bachelor's degree in social services or a related field and a minimum five (5) years experience working with newcomer populations, especially vulnerable and multi-barriered populations. A combination of relevant training, education and experience will be considered.
- Three (3) years experience in a management and supervision role.
- Training in crisis intervention, conflict resolution and mediation skills.

Knowledge, Skills and Abilities

- Demonstrated knowledge around wraparound trauma-informed, strength-based and case management practices within newcomer settlement sector.
- Knowledge of newcomers needs/rights/service gaps, community agencies and referral procedures serving permanent residents (including GARs, PSRs), protected persons and refugee claimants.
- Knowledge of targeted programming that considers newcomers' social determinants of health and intersectionality.
- Demonstrate a high degree of resourcefulness, time management and organizational skills.

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- Knowledge of and experience in managing a unionized team.
- Ability to supervise in a professional team environment.
- Ability to work independently with minimal supervision.
- Possess strong communication and interpersonal skills.
- Ability to manage and supervise accurate and timely data collection.
- Foster and nurture a positive professional team environment at all times.
- Demonstrated success in working effectively with individuals from diverse backgrounds (e.g., cultural, religious, age, sexual orientation, etc.)
- Proven/demonstrable crisis intervention, conflict resolution and mediation skills.
- Ability to identify sensitive issues and maintain confidentiality.
- Satisfactory completion of a criminal records search
- Must have an appropriate valid B.C. Driver's License and reliable personal vehicle for business purposes.

Please submit your resumé to **hr@chimoservices.com**