



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

INTERNAL/EXTERNAL OCISO JOB POSTING

Position: Settlement and Integration Program Manager
Term: Full Time, Immediate
Reports to: Executive Director

About OCISO

The Ottawa Community Immigrant Services Organization (OCISO) has been providing comprehensive settlement and integration services to the Ottawa community since 1978.

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

Position Summary

The Settlement and Integration Program Manager is a key member of OCISO's senior management team and is responsible for the overall leadership, development and operations of the OCISO Settlement and Integration Program.

Main Responsibilities:

- Work closely with the Executive Director to ensure OCISO is delivering relevant and culturally competent services by addressing the needs of immigrants and refugees in Ottawa
- Develop, implement, and evaluate long-term and short-term program plans to meet newcomer community needs for settlement and integration services
- Proactively create and maintain effective workflow and communications, plan, develop, and supervise all aspects of the Settlement and Integration Program
- Recruit, train, supervise, and evaluate a team of settlement workers
- Manage program delivery to meet program outcomes and contractual agreements
- Conduct program evaluations as required by funding contracts and OCISO policies
- Coordinate services delivered by program employees at various off-site locations
- Prepare and submit accurate and timely statistics and program reports as required
- Ensure the confidentiality of all client and agency files and documentation
- Develop and maintain partnerships with other community service providers
- Ensure collection and entry of service data into an agency database and the reporting of all relevant data into iCare and other funder reporting systems on a regular basis
- Monitor the program budget
- Ensure the recruitment, training and supervision of volunteers
- Ensure that employees and volunteers comply with OCISO policies and procedures
- Work with other Program Managers to ensure collaborative client service and program delivery
- Ensure workplaces, services, and activities comply with all health & safety, regulatory, and other legislated requirements
- Demonstrate a commitment to OCISO's culture of respect management approach and anti-racism / anti-oppression policy within the work environment and in the community

Qualifications:

- University degree in Social Sciences, Humanities, or equivalent combination of education and experience in a related field
- A minimum of 3 years of managerial experience, preferably in settlement service sector
- Demonstrated interpersonal and cross-cultural communication skills required to work with clients, team members and the general public
- Excellent problem solving and decision making skills
- Must have effective skills in supervision, people and performance management
- Proficiency in budgeting, program development, delivery, and evaluation, preferably in a community-based setting
- Strong organization and excellent project management skills
- Proven ability to work effectively in a multi-disciplinary and multicultural team environment
- Knowledge of local systems, services, and resources relevant to newcomer settlement
- Knowledge of settlement issues and barriers experienced by newcomers
- Must have ability to work effectively both independently and as member of a team and to meet strict deadlines
- Excellent verbal and written skills in English are essential. French and other languages are desirable.
- Demonstrated ability to integrate in-depth knowledge of equity, access, and anti-racism into all aspects of program and policy development
- Highly developed verbal and written communication skills, with an ability to communicate with a broad range of stakeholders from community representatives to partners agencies and program funders
- Proficiency with MS Office Suite, database applications, internet applications, and social media

Location: Ottawa

Salary: Based on an annual salary of \$60,000 – \$63,000, plus benefits

Hours of work: 35 hours per week including occasional evenings and weekends as required

Application Deadline: October 2, 2017 by 5:00pm.

Application Process:

Please send a cover letter and a resume to Halimah Shaw, H.R. Administrator: hr@ociso.org,
Fax: (613) 288-2674

We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Aboriginal peoples, and persons with disabilities.

OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Coordinator upon scheduling your interview.