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| Title | Settlement Program Manager |
| Position Type | Full-time, Permanent (In person – This is not a remote position) |
| Posting Date | Nov 14, 2023 |
| Expiry Date | Nov 25, 2023 |
| Posting Type | Internal & External |
| Supervisor | Director, Community Programs and Partnership Development |
| Location | Toronto, Ontario (Access Alliance all Three Sites) |
| Short Description | <p>Access Alliance is a city-wide organization with three physical sites as well as many service points of access. Our mandate is to work with the most disadvantaged and marginalized newcomers and their communities to deliver primary care, health promotion, settlement services (including youth programming) and community engagement programs and services.</p> <p>Reporting to the Director, Community Programs or designate, the Settlement Program Manager is the lead staff person supporting a collaborative infrastructure that facilitates relationship-building, community engagement and capacity building to ensure our core newcomer focused vision as well as our community engagement strategy is achieved and its impact evaluated. With a focus on supporting and strengthening our newcomer settlement and integration programming which includes adult and youth services, this role has specific program, broader agency and external capacity building expectations.</p> <p>All staff reporting to Program Managers are members of the bargaining unit.</p> |
| Detailed Description | <p>RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Promote and support achievement of organizational vision, goals and objectives • Develop and implement a work plan within the AA framework for achieving program goals and objectives • Oversee the development and implementation of the program’s evaluation plan in partnership with funders and partners • Supervise settlement services, newcomer youth programs, community development and other staff as required • Promote a welcoming environment • Coordinate and facilitate regular site specific, program team and partner meetings • Ensure that staff participates in the Center’s quality assurance program, promote best practices and evidence-based practice across the organization • Participate as a part of the management team • Ensure that the Centre’s policies, procedures and activities facilitate appropriate and high-quality settlement and health promotion work • Identify and resolve complex problems • Ensures the management delegation of authority guidelines are adhered to • Participate in operational planning as required; includes creation of annual work plan • Work in a manner that preserves confidentiality and minimizes risk • Carry out other duties as may be assigned from time to time by the Director or designate <p>Relationship building – Services and Community Partnerships</p> <ul style="list-style-type: none"> • Develop and maintain collaborative working relationships and network with other organizations and community groups to identify opportunities to work together to amplify resources and responses to community needs • Coordinate and facilitate networking, integration and collaboration within the community stakeholders; includes development, implementation and maintenance of appropriate partner agency agreements |

Community Development:

- Support the implementation of mechanisms for community identification of health or settlement issues to the Agency
- Support evidence-based programming and evaluation of programs in high need, priority settlement populations
- Promote educational opportunities for staff, Board and volunteers on community development models, the determinants of health, community-based research, health promotion practice, etc.
- Ensure community priorities are reflected in programs and services offered

Funding Stewardship:

- Plan and manage settlement services and community development, budget and advise the management team on outstanding financial matters
- Develop additional funding opportunities; prepare grant applications/proposals in collaboration with the management team at Access Alliance

Program management:

- Ensure an appropriate and flexible staffing model to ensure program coverage at all times
- Strengthen and sustain newcomer adult, health promotion and youth settlement programs, meeting funders targets and responding to emerging community needs, newcomer groups, etc. This includes ongoing, occasional and one-off community events
- Maintain a balance of online, remote access as well as face to face programming, ensuring these are based on promising and best practices, and are standardized
- Responsible for all funder reporting

Staff Management:

- Day to day supervision of team members
- Overall responsibility for team staffing, including recruitment, selection, orientation, training, and termination to ensure adequate levels of staff to meet program needs
- Overall responsibility for staff performance management, including performance appraisals, development of an annual work plan, identifying desired outcomes, action plans, learning goals and professional development needs
- Develop and review job descriptions
- Ensure effective management of internal communication with staff, including their participation in and access to the Center's policies, procedures and activities
- Support the agency student and volunteer engagement programs
- Ensure staff adhere to all policies & procedures of AAMHCS

QUALIFICATIONS AND EXPERIENCE:

- Graduate degree in a relevant discipline (Health, Social Sciences, Immigration and Settlement Studies, Public Health, Public Administration, International Development, etc.) or a combination of relevant education and experience
- Minimum 3 – 5 years progressive management experience in the development, implementation and management of direct services, community development and health promotion initiatives – with a focus on newcomer settlement and integration; experience in supporting youth programming is a must
- Demonstrated supervisory experience in a unionized environment
- Demonstrated strong organizational, program/project planning and priority management abilities; includes implementation and evaluation strategies
- Knowledge and experience of IRCC logic model and accountability system
- Demonstrated experience and ability to work with diverse community members
- Strong chairing and facilitation skills using collaborative and participatory models
- Experience writing successful proposals/submissions and maintaining budgets/statistical reporting
- Experience working in a low-income, multilingual and multiracial communities
- Experience with networking, building partnerships, public speaking and resource development
- Experience supervising students and volunteers

KNOWLEDGE, SKILLS AND ABILITIES:

- The position requires high level of function in the following core competencies: Communication, Leadership, Influencing, Networking & Relationship Building, Conflict Management, Adaptability, Strategic Thinking, Creativity & Innovation, Results Oriented
- Excellent verbal, writing and listening skills
- Excellent conflict resolution abilities
- Sound ability to identify, manage and minimize risk through measurement and analyses
- Ability to understand and balance strategic and operational thinking
- Very good assessment, trouble shooting, problem solving skills
- Knowledge of the health care sector, CHC in particular and settlement sector
- Knowledge of systemic social issues, adult education, anti-oppression strategies and frameworks, action research, social work practice, nutrition and food access issues
- Ability to work effectively within a diverse and multi-disciplinary team
- Demonstrated flexibility in a busy environment and ability to maintain a positive attitude

Salary: \$73,000 - \$83,000/ Annual

Duration: Permanent

Hours: 35 hours/week

Location: Toronto, Ontario (Access Alliance all Three Sites)

Access Alliance offers comprehensive group benefits coverage, annual vacation entitlement, cumulative sick leave entitlement, employee assistance programs. Access Alliance is a HOOPP employer.

Please be advised that our organization requires all staff, students, and volunteers to be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.

Application Method

With **"Settlement Program Manager"** in the subject heading, please send your resume and cover letter by November 25, 2023 5:00pm

by E-mail: jobs@accessalliance.ca

by Regular Mail: **Hiring Committee, Settlement Program Manager**

Access Alliance Multicultural Health and Community Services
340 College Street, Suite 500, Toronto, ON, M5T 3A9

No phone calls please.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities. We encourage candidates to include their relevant pre-Canadian experience in their application as applicable.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.