



Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to engage and integrate all immigrant women and their families in the community. We are seeking an individual who shares our values of Integrity, Equity, Inclusiveness, Innovation and Leadership.

Empower Immigrant Women. Enrich Canadian Society.

Workplace Services Department Manager
Full-time position - 37.5 hours per week
Competitive salary and benefits package

Reporting to the Director of Programs, the Workplace Services Department Manager is responsible for the management, development and delivery of low to mid literacy employment programs. This position has direct responsibility for planning, implementing and evaluating all aspects of program operations. The Department Manager attends to issues and challenges arising on a daily basis that requires leadership and decision-making. The Manager of this department is responsible for anticipating and planning for changes needed in programs and services and for working collaboratively with the rest of the Senior Management Team on effective and coordinated leadership at CIWA.

DUTIES AND RESPONSIBILITIES

- Daily supervision of all programs and services provided through the Workplace Services department
- Implementation of all aspects of the program objectives and proposals within the given framework, timelines, budget and mandate
- Providing leadership in planning for future needs in new programs and services within the department
- Leadership as a servant leader in creating the "big picture" of CIWA and organizational changes that will improve the delivery of programs and services to clients
- Promotion of outreach to the community of the program services, thereby increasing public awareness between the community, the agency, and women's groups regarding programs
- Regularly monitoring of program logic models/work plans to ensure program outcomes are in line with contracts
- Preparation of application renewals for existing programs in the department
- Timely delivery of all program staff monthly reports with outcome measurement information for their programs
- Regular submission and timely reporting for all department programs
- Coordination of monthly statistics and timesheets for all staff in a timely manner
- Approval of purchases for all programs and services for the department
- Training and evaluation of staff for all of the department's programs and services
- Maintenance of staffing requirements for all programs and services and ensure best practices are in place
- Ensuring that all staff in the department are aligned with and act in accordance with CIWA values
- Full collaboration with other Department Managers, Director of Programs and the Chief Executive Officer to manage organizational change as well as day-to-day operations
- Collaboration with other Department Managers to collectively achieve consistency of practice, culture and exemplary leadership throughout all CIWA departments
- Active support of all agency initiatives
- Full participation on CIWA committees

- Full participation in Stakeholders Committees (external committees)
- Clear communication with the leadership team about replacement in case of absences
 - a. Ensuring that another department manager is taking over managerial duties in their absence
 - b. Ensuring that a Department staff (middle management member) is taking over responsibilities for day to day operations of the department in their absence
- Other duties as assigned by the Director of Programs

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Ensure that programs are developed and delivered according to the proposals and policies of CIWA
- Maintain a positive working relationship with all staff and volunteers of CIWA
- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Employ a systematic approach to the identification of program needs of immigrant women and collaborating business partners
- Ensure honest, open and accurate communication with other managers at all times to promote transparent leadership
- Keep all team members up to date about relevant information
- Encourage a culture of team conversation and team trust in relationship with peers
- Demonstrate a high level of administrative and IT capacity

QUALIFICATIONS

- Three to five years' non-profit management experience is required
- Previous related experience in employment services for new immigrants
- Related Social Science, Humanities, or Education degree is required
- Work related experience with immigrants, sensitivity and knowledge of immigrant women and cross-cultural issues
- Knowledge and experience in communications and marketing
- Knowledge and experience in the creation and development of assessment/ data collection tools and logic models
- Excellent interpersonal communication and writing skills
- A high level of computer skills
- Experience and understanding of employment related barriers faced by new immigrants
- Strong organizational and teamwork skills and a collaborative approach to problem-solving and decision-making
- Proven ability to write complex reports, proposals and strong research skills
- Appreciation and knowledge of cultural diversity
- Second language is an asset

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive, please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
Suite 200, 138 - 4th Avenue SE
Calgary Alberta T2G 4Z6

Email: careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.