



Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to engage and integrate 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.

Career Services Department Manager Full Time Position - 37.5 hours per week Competitive salary and benefits package

This position is responsible for the management of the Career Services Department and the development and delivery of the programs and services. 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 SMT on effective and coordinated leadership at CIWA.

DUTIES AND RESPONSIBILITIES

- Daily supervision of all programs and services provided through the Career 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
- Recruitment, training and evaluation of staff for all of the department's programs and services
- Maintenance of staffing requirements for all programs and services and best practices
- 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 CEO 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)
- Other duties as assigned by the Director of Programs and CEO

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

QUALIFICATIONS

- A minimum of three years' management experience in a non-profit setting is required
- Previous related experience in career 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
- Experience working with immigrants dealing with language barriers and other barriers that impact learning
- Knowledge and experience in the creation and development of assessment/ data collection tools and logic models
- Proven ability to write complex reports and proposals
- Strong research skills
- Effective interpersonal communication and writing skills
- Strong computer skills
- Strong organizational and teamwork skills and a collaborative approach to problem-solving and decision-making
- 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, resume and salary expectations to:

Human Resources

Calgary Immigrant Women's Association
Suite 200, 138 - 4th Avenue SE
Calgary Alberta T2G 4Z6
Fax: 403.264.3914
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.