



INTERNATIONAL WOMEN OF SASKATOON (IWS)

JOB TITLE:
Assistant Manager, Skills Development & Community Connections (SDCC) Programs
TITLE OF IMMEDIATE SUPERVISOR:
Manager, Skills Development & Community Connections Programs
TITLE OF DIRECT REPORTS
As assigned
JOB CLASSIFICATION AND STATUS
Out of Scope (Term)
ORGANIZATIONAL PROFILE:
The International Women of Saskatoon (IWS) is a grassroots women's organization and a registered charity established in 1985 with the mandate to help improve the status of newcomer/ immigrant/ refugee women and their families residing in Saskatoon and area by assisting them, using innovative Programs and delivery strategies, to become full participating members of Canadian society.
SUMMARY OF POSITION/MANDATE (PURPOSE):
The Organization seeks to hire an experienced professional with superior writing/reporting, communication, proven program execution and evaluation, effective supervision and quality compliance skills to oversee a diverse staff and multi-faceted portfolio. The Assistant Manager is responsible for the management of the staff capacity and program activities that fall under the Skills Development and Community Connections (Adult Program Portfolio) at the Organization.
SCOPE OF THE WORK:
Reporting to the Manager of the Skills Development and Community Connections, the Assistant Manager will work, both independently and collaboratively with other members of the Management Team and funder to oversee all facets of the Adult program planning, content development, staff supervision, program delivery and reporting in a client centered, non-profit and unionized work environment.
TASK DESCRIPTION:
Program Development & Management <ul style="list-style-type: none">• Ensure the highest level of operating standards, policies and protocols that promote exceptional client experience and outcomes.• Ensure exceptional client services including responding to client enquiries and proactively addressing all issues to avoid escalation of misunderstanding or conflicts• Be responsible for the use of multiple promotional strategies including community outreach to ensure the timely promotion, recruitment, screening and enrolment of eligible clients into appropriate programs.• Oversee the planning and facilitation of information sessions and enrolment interviews prior to the start of each intake period.• Be responsible for overseeing program implementation strategies namely: content development, activity planning/scheduling, class instructions, work placements, career action planning/ job coaching, employer liaisons, job acquisition, and records management in strict compliance with the approved funding requirements• Ensure regular tracking of clients' needs, service gaps, trends, demographics and opportunities.• Be responsible for managing program supplies/inventory and approving staff requisitions/claims• Be responsible for ensuring the timely and thorough completion of all assigned programs• Be responsible for developing grant/funding proposals aimed at service continuity.



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Partnership Development

- Work to maintain existing external stakeholder relationships in furtherance of the objectives of the programs.
- Explore, identify and develop new collaborative partnerships with other community organizations that are aimed at promoting enhanced client output and outcomes.
- When assigned, represent IWS at community events/meetings/committees aimed at furthering the mandate of the organization.
- Collaborate, effectively with internal stakeholders in order to motivate, promote a culture of relationship building in all interactions, and in the best interest of the Organization.

Staff Supervision

- In consultation with the Manager, liaise with the HR Unit for the purposes of employee recruitment, orientation and relevant training aimed at successful onboarding, employee retention and organizational effectiveness.
- Work collaboratively with the Human Resources/Policy Manager to ensure strict compliance with HR policies and procedures, privacy policies and other relevant internal policies.
- Be responsible for providing daily supervision/oversight to all assigned staff which includes: providing program directives, coaching, and feedback on job performance, behaviour related issue and performance reviews.
- Be responsible for monitoring employee attendance, requests for time off/vacations/sick /personal days off and facilitating actions to ensure continuity of client services.
- Liaise with HR/Policy Manager to improve decision making processes and simplify processes when dealing with Management & Labour Relations Issues

Records Management & Program Evaluation

- Ensure the timeliness and accuracy of all client data entries, using approved paper records and electronic data management systems.
- In consultation with the Manager, conduct ongoing curriculum evaluation activities to determine whether the LTE Program (design, content, delivery strategies and support) prepare clients with the knowledge, skills and attitude to demonstrate the competencies, judgement and confidence required to succeed in the work place
- In consultation with the Manager, determine and take action as needed to ensure a continuous high level of satisfaction with the program amongst the clients, past participants and employers
- Implement diverse strategies designed to collect participants' feedback, impact stories, analyze and convert data into useful information, performance indicators and metrics
- Monitor the adult program activities on a regular basis and conduct an annual performance evaluation in line with the program evaluation framework.
- Assist the Manager with overhauling and creating new protocols and procedures with due



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consideration for promising practices, to ensure excellence in client outcomes.

Report Development

- Work collaboratively with Project Staff for the purposes of report development
- Be responsible for preparing and submitting to the Program Manager, both interim and final statistical and narrative reports for Provincially funded Programs (ETP, CLP and SAP) which reports must include: client status reports, OBCM, detailed case management notes, and participants' feedback in compliance with funding conditions and as at when due
- Be responsible for overseeing the development of reports on all other adult programs from small/miscellaneous grants
- Be responsible for data collection and reporting to fulfill organization's obligations to SAISIA
- Be responsible for the collection and submission of all other relevant reports, including AGM related reports, to Management
- Perform other related duties as may be required in furtherance of the Mandate of the Organization

Other Tasks

- Identify and bring forward to Management, for discussion/resolution emerging settlement related issues, challenges, barriers, gaps or good news stories resulting from client services.
- Perform other tasks as may be assigned in furtherance of the objectives and mandate of the Organization.

ACCOUNTABILITIES

- Anticipate, understand and respond to the needs of internal and external clients to meet their expectations within the organizational parameters.
- Foster teamwork by working cooperatively and effectively with other set goals, resolve problems and make decisions that enhance organizational effectiveness.
- Assess situations to determine the importance, urgency and risks and make clear decisions which are timely and in the best interest of the Organization.
- Set priorities, determine strategies, develop a work schedule and monitor progress towards goals and track details, data, information and activities.
- Assess problem situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or resolve the problem.

SKILLS & KNOWLEDGE

- Ability to multi-task and work under pressure with minimum supervision.
- Ability to work independently and in cooperation/collaboration internally with staff and externally with other agencies.
- Excellent understanding of peculiar barriers to employment and other settlement issues.
- Knowledge of current available settlement programs, services and resources in Saskatoon



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and area.

- An excellent understanding of labour market trends and the business community in Saskatoon and area.
- Strong counselling and case management skills
- Excellent communication (oral & writing) skills
- Good judgement and demonstrated ability to think critically and effectively solve problems
- Proficiency in MS Office Applications and applicable client data management systems, including SimpleCTS
- Positive attitude, enthusiastic and upbeat personality
- Other language abilities is an asset

FACTOR INFORMATION

EDUCATION & EXPERIENCE

- Master's Degree in Social Sciences/Arts/Education
- 3-5 years of management experience including program management in the Human Services Sector
- 2-3 years of experience supervising staff in a unionized environment

EFFORT

- Will have multiple priorities including reporting requirements to the funder
- Will be working with higher needs clients.

WORKING CONDITIONS

- Will work in an office environment

HOURS OF WORK & SCHEDULE

- 26 hours/week
- Monday – Thursday, 9am – 4pm

WAGE & BENEFITS

- Negotiable
- Standard Organization's Group Retirement Plan/Health and Dental Benefits

CONTACT INFORMATION

APPLY TO:

Acting Human Resources/Policy Manager
International Women of Saskatoon (IWS)
careers@iwssaskatoon.org

APPLY BY:

August 27, 2019

CONTRACT DURATION:

September 16, 2019 to July 31, 2020

NOTE

We also wish to advise that only those individuals who have been selected for an interview will be



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contacted.