

INTERNAL & EXTERNAL JOB POSTING

Supervising Team Lead, Community Integration Services

ISANS is seeking a Full-time **Program Assistant, CIS** to provide day to day supervision of Community Integration Services Team employees and activities. Reporting to the Manager, Community Integration Services, this position is responsible for:

- Monitor, mentor and support team members with minor client/staff issues, elevating to manager as appropriate
- Ensure all staff are providing services in a timely manner
- Keep manager informed of service delivery issues that need to be addressed
- Ensure accurate and timely data entry by staff using NewOrg, LAMPSS, and iCARE. Report data entry issues in a timely manner
- Provide support to staff and manager with reporting, proposals, etc.
- Coordinate bi-weekly and monthly team meetings as appropriate
- Coordinate service delivery back-up during staff illness/absence
- Support manager in implementing changes and new strategies, programs, and procedures
- Manage time off requests (ADP/OT)
- Sign expenses/timesheets in the absence of manager
- Participate in hiring of new staff
- Organize and deliver new hire orientation, mentoring and support
- Support manager with performance evaluations, check-ins, etc with staff as agreed with manager.
- Coordinate training sessions for staff and monitor attendance at sessions
- Fill in for Manager when absent in regard to program and staff issues
- Liaising with other team leads across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches
- Attend bi-weekly Leadership meetings
- Be responsible for On-Call phone as needed
- Respond to requests from Directors and CEO as needed
- Take the lead on special projects as needed
- Represent ISANS as needed at external events; Represent CIS team internally as needed

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree or
- Equivalent combination of education and experience will be accepted

Experience:

- Experience supervising others an asset
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects
- Experience delivering presentations
- Experience with computer programs and database: data input, queries, generating developing /reports, spreadsheets , presentation documents

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

Terms of Employment:

- Fixed-term contract to March 31st, 2020, renewable pending funding confirmation
- Full-time 35 hours per week

Commencement Date: April, 2019**Closing Date:** Monday April 8th, 2019 – 4 p.m.

To apply: E-mail your resume and cover letter merged into one document to careers@isans.ca, stating in subject line the position you are applying for.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**