

INTERNAL & EXTERNAL JOB POSTING

Supervising Team Lead, Refugee Resettlement

ISANS is seeking a Full- time **Supervising Team Lead, Refugee Resettlement** to provide day to day supervision, coaching and mentoring to Refugee Resettlement Team employees and to oversee the activities of the programs and services within the team. Reporting to the Manager, Refugee Resettlement, this position will be responsible for:

- Monitoring, mentoring and supporting team members with minor client/staff issues, elevating to manager as appropriate
- Supporting the effective and efficient administration of team programs , services and activities by providing supervisory leadership to the team
- Ensuring all staff are providing services in a timely manner
- **Ensuring the consistency of work approach across all RR programs**
- **Supporting the team with counselling and debriefing during and after complex cases and situations**
- Assisting with the development and implementation of programs, policies and procedures
- Ensuring accurate and timely data entry by staff using NewOrg, ETO and iCARE. Reporting data entry issues in a timely manner
- Participating in hiring of new staff and organizing and delivering new hire orientation/training , mentoring and support
- Coordinating monthly program meetings and supporting staff in addressing clients needs and service delivery issues
- Coordinating service delivery back-up during staff illness/absence
- Keeping team manager informed of major service delivery issues that needs to be addressed
- Providing assistance and support to the manager with reporting on a regular basis
- Managing time off requests(ADP/OT)
- Signing expenses/timesheets in the absence of manager
- Coordinating team training sessions
- Ensuring all staff are informed of changes to policies and new practice guidelines
- Filling in for Manager in regards to program and staff issues when away
- Liaising with other team leads within the team and across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches

The ideal candidate for this position will have the following:

Education:

- **Bachelor of Social Work degree with minimum of 3 years of direct experience in similar field**
- Equivalent combination of education and experience will be accepted
- Counselling certificate an asset

Experience:

- Experience supervising staff
- 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
- Excellent crisis intervention skills, ability to remain calm and handle high level of stress in complex situations
- 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: ASAP

Closing Date: Wednesday May 15th, 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.**