

INTERNAL/EXTERNAL JOB POSTING

Supervisor, Settlement Online Pre-Arrival (SOPA)

ISANS is seeking a full-time **Supervisor, SOPA** to manage, in consultation with the Manager, Innovation & Strategic Partnerships, the Settlement Online Pre-Arrival Program (SOPA) including providing day to day supervision of project employees and day to day activities of the Project.

SOPA (Settlement Online Pre-Arrival) creates linkages between pre-arrival and post-arrival services using ISANS' online tools as the foundation of a pan-Canadian delivery model. Immigrants have access to the various online tools before their departure to Canada to facilitate and accelerate economic integration. SOPA is delivered by other settlement agencies across Canada and ISANS supports them with a model, tools, expertise and ongoing support to implement SOPA with immigrants destined for their provinces.

Reporting to the Manager, Innovation & Strategic Partnerships, the position is responsible for:

- Overseeing the daily activities of the SOPA Project
- Being the primary liaison with partner agencies and their SOPA staff
- Monitoring SOPA to ensure recruitment, referral and registration of pre-arrival immigrants to Canada including a marketing and communications plan, webinars, ongoing liaison with overseas referral organizations, a centralized registration portal to support immigrants access to SOPA services
- Organizing advisory committee meetings, representing SOPA/ISANS at national meetings
- Developing clear and accurate documentation for use by all settlement agencies and ISANS for SOPA, including operating manual
- Participating in hiring of new SOPA staff and organizing and delivering new hire orientation, mentoring and support
- Monitoring, mentoring, day-to-day supervising and supporting of SOPA team members on issues; elevating to Manager as appropriate
- Reviewing program/course regularly and supporting the revision of programs/courses as required
- Working with ISANS instructional design team to support course management
- Providing leadership within SOPA's intranet, SOPAshare, and monitoring its use
- Providing leadership and guidance with SOPA's client database.
- Developing a thorough understanding of the SOPA program including a broad understanding of the IT platform and technical requirements that must be maintained and on occasion, upgraded.
- Signing expenses/timesheets for SOPA in the absence of manager
- Managing time-off requests (ADP/OT)
- Providing assistance and support to the manager with reporting on a regular basis
- Assisting Manager with having a national presence, including the Pre-arrival SPO Group
- Assisting Manager with Performance Evaluations of SOPA team
- Filling in for Manager in regard to SOPA issues when away

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree or equivalent combination of education and experience will be accepted
- Adult Education/training certificate/diploma an asset

Experience:

- Experience supervising others
- Experience working in a cross-cultural environment
- Experience developing, implementing and evaluating programs or projects
- Experience delivering service face-to-face and/or online

- Experience with networking and collaborating with external organizations
- Experience delivering presentations
- Experience developing communication/marketing plans
- Experience with computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents

Knowledge:

- Understanding and knowledge of adult education principles
- Knowledge of online courses, online delivery, benefits and challenges
- Understanding of online platforms an asset

Skills:

- Excellent interpersonal 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

Terms of Employment

- Fixed-Term contract to March 31st, 2022, renewable pending funding confirmation
- Full-time 35 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

Commencement Date: ASAP

Closing Date: Friday November 19, 2021, 4.00pm

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

ISANS is dedicated to inclusiveness, equity and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

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.