

JOB DESCRIPTION

Operations Supervisor, Settlement Services

The Operations Supervisor acts as a direct supervisor to the front-line staff of the Settlement Services Department (RAP, Information and Orientation, NAARs and Case Management). Their primary role is to ensure the effectiveness of the Settlement Services Department by overseeing the delivery and coordination of internal and external programs, to provide support and training to new and experienced staff, ensure program reporting and documentation are accurate and timely, and deliver direct supports to clients in high-risk or high-needs situations or when team capacity is overextended.

The Operations Supervisor directly reports to the Settlement Services Manager or, in the absence of the Settlement Services Manager, directly to the Executive Director.

Primary Duties & Responsibilities

- Oversee the delivery and coordination of programs by supporting settlement and administrative staff with general operations
- Oversee the day to day execution of RAP Program operations in accordance with IRCC Resettlement Assistance Program Service Standards and requirements
- Oversee the execution of the Settlement Program and Case Management Program operations in accordance with sector best practices and IRCC Case Management Framework
- Provide leadership and direction to the RAP and Settlement teams on a regular basis by offering guidance, de-briefing and support as required
- Support the Settlement Services Manager in the hiring and training of new staff
- Provide direct client services and maintain small client caseload during anticipated and unanticipated staff absences or in exceptional circumstances
- Support the Settlement Services Manager by facilitating departmental and team meetings
- Ensures comprehensive, timely, and accurate record keeping and reporting of Settlement programming
- Consolidate Settlement and RAP monthly reporting into concise reports to the Settlement Manager
- Assist Program Assistant to submit and troubleshoot monthly iCARE bulk uploads
- Ensure manager is informed of exceptional incidents or emergent issues within the department or client cases
- In consultation with the Settlement Services Manager, ensures adherence to contractual standards of service delivery, quality procedures, and staff records
- Identify and develop service innovation and/or policy within the Settlement and RAP Programs
- Works with staff to update and maintain quarterly caseloads internally and inform community partners of changes in client coverage
- Collect and input service and client information into databases (iCARE & Better Outcomes)
- Maintain up to date client files and statistical information while ensuring the confidentiality of client information

- Follow quality control guidelines to facilitate compliance and maintain database/data collection integrity
- Attend settlement related trainings and conferences as required
- Develops and maintains positive and productive relationships with other community partners
- Engages in necessary Settlement, RAP, Case Management, or local meetings/committees as required
- Engage in the local community events that are aligned with the service objectives when necessary
- Take lead in implementing focus group and individual client satisfaction survey for program evaluation purposes
- Review Needs Assessments, RAP files, and Home Visit orientation checklists as necessary
- Serve as stand-in for Settlement Services Manager in their absence or when appointed to do so
- Provide general reception and administrative duties as needed or on a rotational basis when front desk staff are away or to meet safety requirements
- Other duties as outlined by the Settlement Services Manager

Qualifications

- Post-secondary degree in Human/Social Services or an equivalent combination of education and experience
- Proven leadership qualities and/or previous supervisory experience
- Understanding and sensitivity to issues affecting immigrant and refugee communities
- Ability to work effectively with other service providers and community partners
- Amazing communication skills: written, verbal, and non-verbal
- Demonstrated cross cultural communication skills and knowledge of community resources
- Comfortable with database, word processing and ability to use internet and email
- Well-developed interview, analytical, and problem solving skills
- Good organizational skills and the ability to multi-task
- Ability to keep accurate records and carry out duties with a degree of independence
- MS-Office (including Word, Excel), MS Outlook
- Fluency in additional language considered an asset
- Mandatory Class 5 driver's license with no restrictions
- Willing to work on evening/weekends if needed

Work Conditions

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM
- Possibility for evening and weekend on-call work
- Designated as one of several SPO after-hours RAP emergency contacts