



JOB DESCRIPTION – APPENDIX “A”

Settlement Services Manager

The Settlement Services Manager (SSM) is responsible for the successful leadership, management and administration of the settlement programs as outlined below and their undertakings according to the strategic direction set by the Executive Director and the Board of Directors. The program manager will also collaborate with other settlement departments to facilitate the sharing of knowledge and information between staff and students. The success of their programs will be the responsibility of the program manager.

Programs Include: Needs Assessments and Referrals (NAARS), Information & Orientation, Resettlement Assistance Program (RAP), & Case Management.

The Settlement Services Manager reports directly to the Executive Director and works alongside the Management Team to ensure quality and seamless service for clients.

Primary Duties & Responsibilities

- Oversee program operations, working with departments to develop ongoing, annual, and long-range program plans to ensure on-going improvements to service delivery processes as per the deliverables outlined in funding contribution agreements
- Determining staffing requirements, recruiting, interviewing and selecting staff for MJMC
- Responsible for training, leading/coaching , evaluation, and discipline (when necessary) of program staff
- Manage staff caseloads by implementing and coordinating a client service system which includes intake, assessment, solution-focused counseling, development of settlement plans, referral, crisis intervention and case management
- Investigate client complaints and meet with them to address issues that need to be elevated beyond the teams’ scope
- Approve all PTO, banked time, and on call schedules for direct reports, while ensuring that staffing levels are sufficient for needs in their approval
- Support, advise and ensure staff wellness when dealing with difficult caseloads
- Coordinate professional development opportunities for program staff
- Research, write, and submit appropriate grant proposals for program areas, ensure proper reporting has been done, and it has been approved by the Executive Director
- Ensure regular and periodic reports are submitted when due to Executive Director and funder
- Prepare elements of funding proposals in regards to activities, deliverables, and outcomes

- Responsible for cash-flow forecasting and managing program expenditures according to an approved budget determined by the Executive Director
- Assist in drafting new and reviewing existing policies of the organization and those specific to the programs under your guidance
- Attend meetings and sit on committees as related to the deliverables of the contribution agreements and/or in the best interest of the programs
- Collaboration with other MJMC department managers to achieve consistent, client driven, and collective program delivery, as well as partnership options
- Seek to establish and enhance professional partnerships with organizations who complement MJMC's services and programming
- Organize regular team meetings, ensuring that records and minutes are submitted/distributed to appropriate personnel
- Act as a professional advisor to the Executive Director on all aspects and impacts of the settlement programs activities
- Act as alternate in times when Executive Director is unavailable
- Other duties as may be reasonably outlined by the Executive Director

Qualifications

- Bachelor's degree or diploma in social sciences, commerce, business, or a related field
- At least 2 years' experience in a management or leadership type role is preferred; experience within the sector and with the specific programs being managed will be taken into consideration
- Experience in proposal writing, program development, planning, implementation and evaluation, staff supervision, leadership and training, as well as performance management
- Experience working with vulnerable populations and people who face multiple barriers is a must
- Extensive knowledge of the settlement and integration process for both refugees and economic immigrants
- Knowledge of leadership and management principles and practices as they relate to non-profit organizations
- Ability to make informed and objective decisions
- Working knowledge of regulations such as: labour standards, human rights, occupational health and safety, privacy and confidentiality
- Good understanding of current community challenges and opportunities relating to the vision and mission of the organization
- Working knowledge of financial management and project management
- Ability to handle, at times, high degrees of stress
- Demonstrated ability to establish and maintain professional relationships
- Ability to work flexible hours as required
- Excellent organizational and communication skills
- Valid Driver's licence with reliable transportation
- Clear Criminal Record with a Vulnerable Sector check

Work Conditions

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM
 - Possibility for some evening and weekend work