

World Skills Employment Centre Internal/External Job Posting
Program Manager

Term:	Full time position (35 hours per week) to March 31, 2024 with possibility of extension
Application process:	Please send your cover letter and resume saved as one file with Your Name_ Program Manager as the subject heading to hr@ottawa-worldskills.org
Deadline:	Sunday, April 23, 2023
Salary and Benefits:	\$33.29 per hour plus a comprehensive benefits plan including health, dental, RRSP and vacation leave

Position Summary:

World Skills Employment Centre, a not-for-profit employment service for new Canadians, is seeking to fill the position of Program Manager. The Program Manager is responsible for the overall management of the Empowering Newcomer Women and the Foreign Credential Recognition Programs. This includes overseeing program deliverables, staff, supervision, training and support for program teams to achieve their goals.

Reporting to the Executive Director, this position is critical to the effective functioning of the World Skills office and its programs. This role entails a high degree of autonomy, initiative, and leadership for the execution of the tasks described. The successful candidate will demonstrate personal commitment to, and understanding of the World Skills mission, vision, values and participant outcomes.

Major Responsibilities:

Coordination, supervision and support of program team

- Coordinate, supervise and support program teams to achieve their goals
 - Monitor team performance, perform appraisals, communicate expectations and reinforce organizational policies and procedures
 - Recruit, train and schedule external facilitators for workshops and activities
 - Design and lead regular meetings and other interventions to ensure effective communication with the teams and to lay-out clear expectations and deliverables for team members
 - Serve as a focal point to communicate and resolve integration and/or communication issues within the teams or with other teams; escalate issues which cannot be resolved by the team
 - Identify and propose professional development opportunities for staff
 - Oversee team time sheets, monitor and strategically manage vacation leave requests
 - Liaise internally with World Skills teams to understand priorities and challenges of the various World Skills programs
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- Attend and actively engage in staff meetings, team meetings, management meetings, and other external meetings as required and share best practices within the program
- Perform other duties from time to time, as required by the organization

Developing a unified approach for World Skills program deliverables

- Monitor effectiveness of program curricula and activities; revise program as necessary in collaboration with the program teams and Executive Director
- Design activities and interventions in collaboration with the teams and the management team to guarantee that program deliverables are met as per the existing contribution agreements
- Participate with the management team in the development of proposals for new and existing funding opportunities
- Actively contribute to World Skills strategic planning process
- Manage and implement team work plans with clear milestones and accountabilities
- Manage annual program budget to ensure resource allocation is aligned with funding deliverables
- Work with the management team to ensure that program strategies are aligned with the goals of the organization and that there is a unified and consistent approach to program implementation internally and externally
- Complete audits, identify trends, and determine system improvements
- Regularly revise and propose updates – as needed – to World Skills program strategies in collaboration with management and program teams

Recruitment and Employment Services

- Oversee client services within programs including group workshops and one-to-one employment counselling
- Provide guidance and employment counselling to clients as needed; keep abreast of up-to-date labour market trends and information
- Oversee the development and delivery of workshops and activities to support the needs of facilitators and clients
- Maintain excellent working knowledge of community resources, the needs of newcomer job seekers, employers, and other stakeholders
- Develop and nurture long lasting relationships and partnerships with stakeholders, employers and professional associations
- Work collaboratively with all program teams to support recruitment and employment counselling for clients across the organization

Planning and implementation of employer engagement events

- Keep track of labour market trends, emerging industries/jobs and work with employers to put in place long and short-term strategic hiring plans
 - Oversee the planning, scheduling and marketing of program specific engagement activities
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Marketing and Promotion

- Promote and advertise World Skills programs with immigrant serving organizations, community agencies, educational institutions and other relevant groups using various media, including social media and other digital platforms and tools
- Represent World Skills in different forums related to diversity, inclusion and belonging

Data and Reporting

- Contribute to and oversee the collection and regular updating of employer and client information in World Skills database
- Contribute to reports to funders and other stakeholders by submitting detailed information about program activities

Qualifications, Knowledge and Experience:

- Post-secondary education in Human/Social Services, Education, Human Resources, Business or a related field with 3-5 years of progressive experience in employment and career services, human resources or recruitment or a combination of training, education, and experience
- Experience in project management and conflict resolution
- Experience with digital marketing, reporting and data analysis
- Sound intercultural communication skills, diplomacy, maturity and integrity
- Excellent networking and outreach skills and ability to work collaboratively with diverse staff
- Ability to maintain confidentiality is imperative
- Ability to work under pressure, to communicate effectively (verbal and written), to establish priorities and deal with tight timelines
- Ability to recognize the need for change and to develop plans for change where necessary
- Excellent interpersonal skills, attention to detail and able to work within a team environment are essential
- A strong work ethic having the needs of the organization and the clients as the primary priority
- Knowledge of issues related to newcomers, immigrants and employment is essential
- Advanced skills in MS Office and in current technologies to deliver virtual services
- Experience in effectively running programs in a virtual environment, including creatively interfacing with digital platforms and utilizing digital tools to engage participants in meaningful experiences is an asset
- Fluency in English (oral and written) is essential, and other languages are highly desirable (e.g. French, Arabic, Ukrainian, Tigrinya, Pashto)

World Skills operates in a hybrid environment. This position is currently expected to work in the office a minimum of 1 day per week, plus in-person meetings or events as required. In the future, staff will be expected to work in the office 2-3 days a week.

World Skills Employment Centre is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager upon scheduling your interview. We encourage applications from qualified people of all backgrounds, including women, member of visible minorities, Aboriginal peoples, LGBTQ++ and persons with disabilities.

Thank you for your interest in this position; only candidates selected for an interview will be contacted.