

May 28, 2024

Job Posting
(Internal & External)
Program Manager – Settlement Services (Full-time)

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to facilitate the well-being of diversified communities through social services. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking one full-time Program Manager – Settlement Services to provide leadership and effective management to settlement teams and volunteers at TCCSA. Also, the Program Manager – Settlement Services will ensure effective coordination, allocation of resources, communications, and strategic planning, leading to a greater impact and more successful outcomes for TCCSA.

The details of this job posting are listed as follows:

Job Title:	Program Manager – Settlement Services	Unit	Settlement
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Application Deadline	June 21, 2024
Location:	In-person, TCCSA York Centre		
Salary Range:	\$72,852 to \$76,498 per annum (based on experience)		
File #:	#11-24		

Essential Duties and Responsibilities:

Program Development and Management

- Lead or participate in cross-functional programs from needs assessment, design, and, development to delivery of programs and services;
- Manage the settlement services including day-to-day operations, coordination, work planning, database oversight, and reporting;
- Manage program delivery to meet program outcomes;
- Monitor trends and changes in client demographic and emerging client needs, and modify program plans accordingly;
- Work closely with the Program Director to set short-term and long-term plans to improve program effectiveness;

- Proficiency in managing effective and innovative settlement services for newcomers, budgeting, resource coordination, program development, delivery, and evaluation, preferably in a community-based setting;
- Excellent knowledge and experience in working with diverse cultural and social backgrounds of newcomers and refugees, including the settlement and integration issues of various age groups;
- Excellent knowledge of local systems, services and resources relevant to newcomer settlement;
- Excellent interpersonal skills, ability to operate effectively within the organization, demonstrated ability to establish and maintain excellent working relationships with community partners and stakeholders;
- Ability to perform detailed planning, information analysis, and report preparation;
- Excellent verbal and written skills in English, public speaking, and report writing, proficiency in a second language commonly used by predominant client groups is an asset;
- Proficiency with OCMS, MS Office, Google Services, Zoom, other videoconference, and social media that facilitate work, communication and online marketing, knowledge in graphic software such as Canva is an asset;
- Confident and experienced in virtual service delivery is preferred;
- Ability to manage multiple tasks and meet deadlines;
- Ability to work effectively both independently, lead teams and as part of a team in a diverse, multicultural environment;
- Must be able to work flexible hours, including some evenings, weekends and holidays;
- Must be legally entitled to work in Canada;
- Proof of a clear “Vulnerable Sector Screening” with a local police service is mandatory;
- Able to travel in the GTA, has a valid Ontario Driver’s license and access to a car is preferred.

How to Apply:

Please send resume and cover letter to TCCSA through email: hr@tccsa.org by 5:00 pm on June 21, 2024.

Applicants should quote **File #11-24 Program Manager – Settlement Services** on the application.

We thank you to all those who are interested in this position. Only selected candidates will be contacted for an interview. No telephone call inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.