



Immigrant and Refugee
Community Organization of Manitoba

Community Resource Program Manager **Full-time, Permanent Position**

POSITION PURPOSE AND SUMMARY: The Community Resource Program (CRP) supports and empowers newcomer families as they transition and integrate into their new environment and builds meaningful partnerships with groups that can support the settlement process. The Community Resource Program Manager (CRPM) manages the development, delivery and evaluation of a CRP's activities and services, including special projects. The CRPM will oversee the CRP and Asset and Capacity Building Program (ACBP) staff teams and ensure their collaboration with other IRCOM programs, as well as relevant external partners, to facilitate access to community resources for newcomers. The CRPM works with and supports IRCOM staff and community leaders to help our community members build access to resources and awareness and education of issues related to life in Canada.

CANDIDATE PROFILE: The CRP Manager is an innovative, self-motivated and experienced individual committed to IRCOM's vision and mandate of empowering newcomer families to settle and integrate into the wider community through affordable transitional housing, capacity building programs, and accessible services. The CRPM is a vibrant, resourceful manager with proven communication and interpersonal skills, strong experience supervising and supporting staff and demonstrated ability to meet the challenges of working with a culturally diverse group of community members. The CRPM will exhibit and uphold IRCOM's core values of integration, inclusion, social justice and empowerment and they will work in a way that is people-centered, holistic and partnership based.

With the supervision and support of the Director of Programming, the CRP Manager will fulfil the following:

DUTIES AND RESPONSIBILITIES:

Program Leadership & Support (30%)

- Leads staff, coordinates programs and promotes the vision for the CRP across both housing sites
- Supervise CRP staff in delivery of core settlement supports to tenants including: needs assessments and goal setting, regular home visits, drop in visits, workshops and new tenant orientation meetings
- Ensure CRP staff provides timely and quality response to tenants' needs and questions
- Support CRP or other program staff dealing with high needs families and individuals and provide feedback and advice on the process of case coordination and advocacy with relevant systems
- Support High Needs Support Team/other staff to deal with crisis and emergencies
- Support ACBP staff to provide quality and accessible services to tenants and the larger community in the areas of financial literacy and access to benefits.
- Facilitate meetings with relevant stakeholders to explore larger system inequities, gaps and opportunities
- Assist in selecting new tenants and participate in decision-making regarding high need situations in collaboration with Director of Programming responsible for Tenancy services
- Provide up-to-date information and ensure friendly service and relevant referrals to appropriate agencies, for non-tenant/non-newcomer community members who 'drop in'

Program Development and Management (20%)

- Develop annual CRP and ACBP Program Plans, including annual program calendars, in consultation with program staff
- Lead CRP and ACBP teams in ongoing program and resource development including review of program goals and objectives and funding proposals
- Research and identify demographic changes, trends and arising issues
- Lead program design based on research/innovative models of settlement and incorporate new elements into programming
- Provide supports to special projects staff as required (project planning, implementation, financial monitoring, evaluation, reporting)
- Seek opportunities for cross-program collaboration and ensure that these are maintained
- Work with other programs on joint projects and/or the development of new or special programs in response to newcomer needs
- Monitor and internally evaluate all CRP and ACBP programs and activities, and provide recommendations to Senior Management
- Advocate for and support self-advocacy of newcomer community members
- Support special events and projects that support community building & integration with a particular focus on building indigenous-newcomer connections

Fundraising and Financial Management (15%)

- Determine resource needs based on IRCOM Strategic Priorities, program growth and community/partner needs
- Support the research appropriate funders and pursue funds through grant writing and funder relations in collaboration with IRCOM's fund development specialist
- Manage the annual program budgets, expenses, claims and cash flow of CRP and ACBP activities and special projects in collaboration
- Prepare projections for CRP and ACBP annual budgets and negotiate and request amendments as needed
- Participate in organizational fund development as requested

Human Resource Management (20%)

- Hire, orient, onboard and train all new CRP and ACBP staff
- Supervise, mentor, support and manage performance of all CRP and ACBP staff according to IRCOM policies, procedures and values as well as the collective agreement
- Lead CRP and ACBP team meetings
- Design and deliver program specific training to CRP and ACBP staff ensuring that training materials are up to date
- Address staff or participants/tenants related conflicts or issues as they arise, using conflict mediation techniques and/or accessing support from the Director of Programming as needed
- Oversee or delegate supervision of CRP practicum students and volunteers
- Collaborate with IRCOM Volunteer and Community Services Program regarding practicum and volunteer planning and placements

Community Partnerships and Communication (15%)

- Develop and nurture relevant program partnerships to strengthen linkages and referrals with other newcomer serving agencies, local organizations, schools, community groups and the neighbourhood
- Ensure IRCOM representation on immigrant and refugee networks and/or on other relevant community coalitions
- Create joint programs and enrichment projects with partner groups for the benefit of the newcomer community and our neighbours
- Coordinate Tenant Leaders and support tenant-led initiatives as well as gather meaningful input into IRCOM programs and services using a community development approach
- Maintain open communication with all internal and external partners to ensure a holistic approach to tenant and participant support
- Attend and actively participate in IRCOM management meetings, inter-departmental team meetings, staff meetings and strategic planning sessions
- Participate in High Needs Support Team meetings
- Ensure an updated information and referrals system is maintained (e.g., updated resource file, thematic info sheets, information bulletin boards)
- Ensure CRP and ACBP staff maintain accurate documentation of all CRP activities related to contacts/activities with tenants, as well as contacts with partner organizations and staff
- Compose program summary of activities for the IRCOM Annual Report and/or for public information with input from CRP and ACBP staff
- Compile relevant program statistics and data, develop updated information tracking systems, and ensure quality data entry occurs
- Compile narrative and financial reports on CRP initiatives per funding guidelines
- Submit monthly narrative reports to Director of Programming as well as any other relevant reporting
- Perform other duties as requested by the Director of Programming and/or the Executive Director

REQUIRED QUALIFICATIONS:

- Bachelor's degree and relevant certification (i.e.: community or international development, social work, conflict resolution, cultural studies)
- 3 years' experience in government, community development, social services or the not-for-profit sector and/or an equivalent combination of skills and experience.
- Lived experience as an immigrant, refugee, or in an immigrant community
- Proven program management and supervisory experience using an asset-based approach
- Experience in program design, delivery and evaluation, ideally in a settlement or community development setting
- Ability to actively engage community using community development approaches and develop programming that is responsive to community
- Strong organizational skills and administrative skills with demonstrated ability to prioritize tasks in a complex and fast paced job environment
- Must be open-minded, resourceful, highly motivated, creative, independent and a team player
- Prior supervisory experience in building and managing strong, collaborative teams
- High level interpersonal and cross-cultural communication skills including strong written and oral English communication skills
- Proven experience in writing and managing grants, including budget development and monitoring
- Deep awareness of the refugee experience and/or the immigration process
- Demonstrated understanding of and familiarity with Canadian systems, institutions and laws and how they apply to the newcomer community
- Demonstrated ability to provide case management and manage crisis situations in a complex cross-cultural setting
- Proficiency and familiarity with Microsoft Office suite and case management databases
- Present a current satisfactory Criminal Record Check and maintain a clear Child Abuse Registry Check
- Valid Class 5 Drivers License and access to a vehicle
- Full immunization against COVID-19 including booster shots if last vaccination was 6 months or more prior
- Prior leadership experience in a unionized environment
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS

- Demonstrated commitment and insight towards consensus building and inclusive, community decision making processes
- Knowledge of and/or connections with relevant newcomer settlement service providers
- Demonstrated commitment to social justice, advocacy and empowerment of newcomer community
- Demonstrated conflict prevention, management and resolution skills
- Experience planning accessible, large community events
- Knowledge and experience in developing community resources
- Knowledge of aboriginal and inner-city communities
- Understanding the importance of confidentiality and boundaries in community settings
- Knowledge of additional languages

Work hours: This is a full-time, permanent position for a maximum of 37.5 hours per week. Most of the CRPM's hours will take place between 9 - 5 PM, Monday to Friday with some additional evenings/weekends as per the needs of IRCOM programs and after hours on-call rotation.

Wage: \$26.70/hour

Benefits: Group Insurance Plan with extended health, dental, life and AD&D insurance
Employer paid RRSP contributions
Paid sick and discretionary days
Professional development opportunities
Collaborative, family-friendly and supportive working environment

Application Process: All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. IRCOM supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities).

This is a preference competition. All applicants are encouraged to apply, however preferential consideration for this competition will be given to qualified candidates with lived immigrant and/or refugee experience. Applicants are requested to self-declare at the time of application.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

Application review will begin after **12 pm, noon on Tuesday, January 04, 2022**
and will continue until a candidate is selected

Please direct applications and inquiries to:
HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.