

## Community Resource Program Manager

### Full-time, 13-month term Position

#### Position Purpose and Summary

The Community Resource Program supports 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 all Community Resource Program's activities and services, including special projects. The CRPM will oversee the CRP Team 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 awareness and education around issues related to life in Canada.

#### Candidate Profile

The Community Resource Program Manager is an innovative and self-motivated individual committed to IRCOM's vision and mandate of empowering newcomer families to settle and integrate into the wider community through affordable transitional housing, programs, and services. The CRPM is a vibrant, resourceful individual with strong communication and interpersonal skills and is able 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 Community Resource Program Manager will fulfil the following responsibilities:

#### Community Resource Program Leadership & Support (30%)

- Leads staff, coordinates programs and promotes the vision for the Community Resource Program 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 to provide timely and quality response to tenants' needs and questions
- Assist tenants and newcomer community members in accessing information, resources and supports in key settlement areas such as education, employment & training, parenting, health, and social supports
- Support CRP staff dealing with high needs families and individuals and provide feedback and advice on the process of case coordination and advocacy with relevant systems
- Facilitate meetings with relevant stakeholders to explore larger system inequities, gaps and opportunities
- Assist in select new tenants and participate in decision-making regarding high need situations in collaboration with Director of Programming responsible for House
- 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 Program Plan, including annual program calendar, in consultation with program staff
- Lead CRP team 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 Community Resource Programs and activities, and provide recommendations to Senior Management
- Advocate for and support self-advocacy of newcomer community members
- Coordinate special events that support community building & integration with a particular focus on building Aboriginal-newcomer connections

#### Fundraising and Financial Management (15%)

- Determine resource needs based on IRCOM Strategic Priorities, program growth and community/partner needs
- Research appropriate funders and pursue funds through grant writing and funder relations in collaboration with the Director of Programming
- Manage the annual program budgets, expenses, claims and cash flow of Community Resource Program activities and special projects in collaboration with CRP lead staff
- Prepare projections for CRP annual budget 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 staff
- Supervise, mentor, support and manage performance of all CRP staff
- Lead CRP team meetings
- Be conversant with and uphold IRCOM policies, procedures and values  
Design and deliver program specific training to CRP staff ensuring that training materials are up to date
- Address staff or tenant 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 (e.g., NOWAN) 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 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 staff
- Compile relevant program statistics and data, develop updated information tracking systems, and ensure funder-driven 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) plus a minimum 3 years' experience in government, community 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
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/aboutus/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
- Valid Class 5 Drivers License and access to a vehicle

**Hours of work:** This is a full-time, 13 month term 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.

**Wage:** \$26.31/hour

**Benefits:** Group Insurance Plan with extended health, dental, life and AD&D insurance 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 first consideration for this competition will be given to candidates with lived immigrant and 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 Monday, July 27**  
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](mailto:hr@ircom.ca)  
Fax: 204-943-4810

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