



Immigrant and Refugee  
Community Organization of Manitoba

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## **PROGRAMS MANAGER**

**Full-time (37.5 hours/week), 12 Month Term Position  
February 2020**

**Candidate Profile:** The Programs Manager is an experienced and collaborative manager committed to IRCOM's vision and mandate to empower newcomer families to integrate into the wider community through affordable transitional housing, programs, and services. This individual is a detail oriented, efficient and resourceful professional with strong multi-disciplinary program, people and financial management skills. They are able to work effectively with a culturally diverse group of community members, experienced at growing community and funder partnerships, and passionate about the capacity of newcomers to integrate successfully and contribute meaningfully to their new home. The ideal candidate will thrive in a fast-paced environment, manage and prioritize multiple tasks, and inspire and support the staff team in achieving program outcomes.

**Position Summary and Purpose:** The Programs Manager is a new position that leads multiple program teams, each with lead staff who are content specialists. These teams include Financial Asset and Capacity Building (financial literacy), the Newcomer Literacy Initiative (ESL), and Volunteer and Community Services which also includes Indigenous -newcomer relations. IRCOM operates multiple teams as part of our wrap-around, holistic model that provides safe and affordable housing, accessible services and capacity building programs to refugee families during their first few years in Canada. As such, the Programs Manager joins other program managers in providing and coordinating services that will assist these families to a successful transition to life in Canada.

Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the Programs Manager provides leadership to staff and volunteers by;

- Providing overall leadership to assigned programs
- Supervising and supporting staff teams
- Managing budgets
- Developing and evaluating programs
- Managing records
- Nurturing community and funder partnerships, and
- Supporting inter-departmental team work

Under the direction and support of the Director of Programming, the Programs Manager will fulfill the following:

### **DUTIES AND RESPONSIBILITIES:**

#### **Staff Management (25%)**

- Select, orient, train, and supervise all program staff across multiple sites and programs
- Ensure new staff feel culturally included, supported and fully informed
- Foster and model effective communication, through clear expectations
- Build connected and effective teams through responsive leadership and collaboration with lead staff
- Conduct regular staff supervision meetings, team meetings, and annual performance reviews
- Ensure staff access to, understanding of and compliance with IRCOM policies and procedures
- Identify and develop individual professional development plans and lead team building activities
- Connect staff with professional development opportunities to build capacity and strengthen programming
- Mediate conflicts and work closely with the Director of Programming to address complex HR challenges
- Ensure staff records are up-to-date, complete and accurate upon hiring and throughout employment
- Approve staff schedules and authorize time sheets

### **Program Leadership (20%)**

- Articulate and communicate each program's vision, goals and objectives to all stakeholders
- Support, mentor and share leadership within the organization as a member of the management team
- Develop and implement change management strategies in collaboration with senior management
- Build positive relations with ethno-cultural communities and understand participant contexts
- Identify systemic barriers faced by participants and support systems change

### **Budget Management (15%)**

- Build sustained relationships with funders as indicated by Director of Programming
- Lead program related grant-writing in close collaboration with Director of Programming
- Develop and monitor program budgets, problem solve, and create projections
- Authorize all budgeted expenses

### **Program Development and Evaluation (15%)**

- Plan, implement, monitor and evaluate programs that reflect best practices, use innovative models, and are responsive to community needs
- Oversee the development of weekly, monthly and annual program plans
- Ensure program spaces, scheduling and staffing needs are well coordinated with other departments
- Implement procedures to minimize risk to staff, participants and the organization
- Ensure programs meet required standards, regulations, IRCOM policies and funding requirements

### **Records Management and Reporting (10%)**

- Ensure qualitative and quantitative program data is gathered, tracked and analyzed
- Create and submit high-quality monthly program and funder reports in a timely manner
- Adhere to funding agreements and monitor deliverables, targets, budgets and reporting requirements
- Compile program summaries, success stories and data for stakeholders
- Provide input into policy development in consultation with Director of Programming

### **Create and Nurture Partnerships and Networks (10%)**

- Maintain and nurture key strategic partnerships
- Ensure ongoing engagement with newcomer families living at IRCOM and/or within the community
- Represent and/or ensure representation in relevant partnerships and coalitions

### **Team & Inter-departmental Support (5%)**

- Promote cross-program communication and collaboration with teams across IRCOM
- Facilitate collaborative planning with Child Care and Volunteer and Community Services Programs
- Participate in IRCOM staff and management meetings and events
- Participate in ongoing professional development
- Other tasks as assigned by Director of Programming

### **QUALIFICATIONS:**

#### **Required Qualifications:**

- Bachelor's Degree and certification in a relevant field – ESL, volunteer management, business administration, education, community development
- Minimum three (3) years' experience supervising staff and managing budgets
- Proven ability to lead, manage and strengthen a team with diverse talents and responsibilities
- Experience in program design, development, implementation, administration and evaluation across multiple sites

- Comprehensive understanding of cross-cultural issues, immigration processes, the refugee experience, and of the systemic and social barriers to community integration faced by newcomer families
- Experience writing successful grant applications and developing and maintaining positive relationships with funders
- Exemplary communication and relational skills with staff, volunteers, program participants and organizational partners
- Superior written and oral English communication skills
- Proficiency with Microsoft Office Suite
- Proven capacity to prioritize tasks while working in a fast paced, multi-tasking environment
- Demonstrated commitment to supporting and empowering the newcomer community through previous volunteering / community involvement
- 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/about-us/work-here/>)

**Desired Qualifications:**

- Knowledge of IRCOM's Programs
- Prior experience managing a budget of \$200,000 or more
- Prior direct program leadership experience

**Hours of work:**

This is a full-time 12-month term position to a maximum of 37.5 hours per week. The schedule for the Programs Manager will take place primarily on weekdays between 9 a.m. - 5 p.m. Occasional evening and weekend hours will be required.

**Wage:** \$25.92/hour

**Benefits:** Group insurance (life, LTD, AD&D, dental & extended health)  
Professional development opportunities  
Collaborative, family-friendly and supportive working environment

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

Employment Equity is a factor in selection. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, refugees, immigrants, visible minorities, persons with a disability, or any other groups that are typically under-represented in the workplace.

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.

HR - Selection Committee  
95 Ellen Street  
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Fax: 204-943-4810

**Deadline for applications is 12 pm noon, Friday, February 14, 2020.**

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