

# POSTING

## Project Lead

Permanent Full Time (35 hours per week)

### Immigrant Services

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Project Lead manages the day-to-day operation of the **Project Based Labour Market Training (PBLMT)** project. This includes responsibility for all aspects of staffing and training participant assignments, and providing direction and support to staff to ensure that the goals, objectives and deliverables of the Project are met.

Working with the Senior Manager, this position provides recommendations and input for the preparation of Project plans; develops and implements all initiatives related to the marketing of project; maintains a strong working relationship with funder, partners, and community stakeholders.

#### KEY DUTIES AND RESPONSIBILITIES

- Adheres to Policies and Standards as established in OCS Policy and Program Manuals, OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, Funder Expectations and COA standards
- Maintains a strong working knowledge of regional and national labour market; local, provincial and federal employment services, resources and a wide range of related issues and initiatives; and ability to dispense this information to staff, partners, and the community.
- Maintains effective relationships and liaison with key stakeholders - government services, service partners, community organizations and groups, volunteer community groups; co-ordinates the provision of services, fosters partnerships and collaboration and the exchange of information. When appropriate and as directed by the Senior Manager or delegate, will represent the project and OCS in the employment services and immigrant services sector and broader communities at events, meetings and forums.
- Ensures that project operations result in the efficient and effective delivery of services and that clear and logical service guidelines and procedures are in place and in accordance with contract agreement and funder-provided training and guidance.
- Implements and monitors services to ensure they meet high quality standards.
- Ensures that accurate project and client records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Ensures that the project meets or exceeds contract objectives.

- Provides reports as required, including monthly stats/reports, and other required reports by OCS, funders and accrediting bodies.
- Provides staff performance plans/evaluations on a regular basis, including feedback to ensure clear expectations and to ensure effective staff performance, communication and productive relations between staff, volunteers, community professionals and clients when delivering services. Problem solves with staff and/or the Senior Manager regarding any work related problems or concerns.
- Assists in the development of annual project goals and objectives in consultation with project staff, the Senior Manager, the Deputy Executive Director or designate and funder as appropriate.
- Facilitates planning of project events and manages marketing activities including social media posts, website updates, marketing reports, joint marketing meetings, community engagement and is responsible for related purchases and expenditures.
- Supervises and monitors project expenditures within the existing budget allowance and guidelines and makes budget recommendations in consultation with the Senior Manager.
- Ensures the financial integrity and accountability of project, including reviewing and approving long term interventions and expenditures to meet project outputs and outcomes.
- Provides leadership, training, supervision and evaluation of staff/volunteers, including processing of timesheets, annual leaves, and staff development requests, including monitoring of staff's performance and providing training support as needed.
- Participates in OCS co-ordination and management functions, including participation in meetings within OCS for the purpose of sharing information, coordinating service development and delivery, and/or organizational development and achievement of strategic vision.
- Ensures that the project services are up-to-date, innovative and meet the needs of the clients and project outcomes/targets, including monitoring of data quality, data integrity and performance outcomes as per funder expectations.
- Ensures that WorkSafeBC Health and Safety standards are maintained.
- Responds to complaints/inquiries from staff, clients, funder representatives and the community in a professional and appropriate manner.
- Contributes to PQI and Strategic Directions/Goals of Immigrant Services and being proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Contacts and networks with employers to build relationships and support work experience placements.
- Facilitates peer mentorship and job search activities.
- Follows written and verbal directives from the immediate supervisor, Executive Director or designate.
- Performs other related duties as required.

## QUALIFICATIONS

### Education, Training, and Experience

- B.A. or relevant combination of education and experience in the delivery of employment related training and skills development
- Career Development Practitioners Certificate or equivalent experience
- Minimum of three years' experience and demonstrated success in a supervisory role
- Team leadership, management and supervision including coaching, training and conducting performance reviews
- Demonstrated ability to incorporate funder and other feedback into service delivery changes
- Experience in Project/Program Management
- Experience in a community based non-profit society
- Class 5 Driver's License and reliable vehicle an asset
- Current Level 1 First Aid certificate an asset

### Job Skills and Abilities:

- Strong written, oral and presentation communications skills in English; additional language an asset
- Proven supervisory skills
- Proven marketing, public relations, and program management skills
- Ability to prioritize, problem-solve, and exercise good judgment and can work under pressure
- Excellent time management skills
- Required to work in a dynamic environment which may call for adaptation to emerging trends/demands
- A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and to supervise a diverse group of staff
- Highly motivated to complete tasks/duties/daily maintenance in a timely manner
- Ability to represent OCS in a positive and professional manner when in contact with the community-at-large
- Demonstrated competency for and understanding of a Community Development Approach and Community based Service Delivery model
- Ability to work effectively with project staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.
- Ability to identify sensitive issues and maintain confidentiality
- Strong understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Strong communication, interpersonal/relationship-building and conflict resolution skills, as well as intercultural competency
- Strong level of computer proficiency; in particular, strong Microsoft Word, MS PowerPoint, MS Excel spreadsheet, internet/email, scanning skills and comfort with desktop publishing (MS Publisher)
- Ability to work in a fast-paced, multicultural and diverse environment

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**  
Options Community Services Society is an equal opportunity employer  
committed to hiring a diverse workforce.

Posted: August/31/2020

OCS Posting #:A21622

- Ability to work independently, set priorities, manage multiple tasks and meet deadlines
- Flexibility and willingness to work outside of regular work hours
- Good team work and strong work Ethics
- Must be sensitive to and respectful of cultural and lifestyle diversity

\* An eligibility list will be maintained for up to 6 months.

**CLOSING DATE:** Resumes will be reviewed starting September 7<sup>th</sup> but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Jenny Lam, Senior Manager, Immigrant Services  
Options Community Services Society  
13520 - 78<sup>th</sup> Avenue  
Surrey, B.C. V3W 8J6

Email: [jenny.lam@options.bc.ca](mailto:jenny.lam@options.bc.ca)

No phone calls please

**Please include a cover letter clearly indicating the posting number [posting #A21622] and outlining your qualifications and related experience for the position.**