

**We're Hiring!**



## **PROGRAM MANAGER**

<b>Posting Requisition</b>	22376	<b>Program</b>	<i>Language Assessment Program</i>
<b>Job Type</b>	<i>Regular, Full-time</i>	<b>Location</b>	<i>Surrey, BC</i>
<b>Hours of work</b>	<i>35 hours per week</i>	<b>Closing Date</b>	<i>Open Until Filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

In co-ordination with Senior Manager of Immigrant Services, this position manages all aspects of the day-to-day operation of LINC (Language Instruction for Newcomers to Canada) Assessment Services - Options sites and regular itinerant sites and online/hybrid services, ensures that Goals and Objectives of Options Community Services Society (OCS) are met.

The Program Manager will play a crucial role in designing, implementing and overseeing the program's activities, ensuring its success in achieving its mission.

### **ACCOUNTABILITIES**

- Adhere 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
- Maintain a strong working knowledge of Local, Provincial and Federal Immigrant and Settlement Services, resources and a broad range of settlement/ community connections/literacy/language services related to immigrants and refugees.
- Lead a team of assessors and intake workers, providing guidance, training, and performance evaluations to ensure the highest standards of assessment delivery.
- Monitor program effectiveness and impact, collecting and analyzing data to track participant progress and program outcomes.
- Ensure Program Services/Activities are delivered efficiently and effectively.
- Participate in assessor training and annual calibration sessions.
- Participate as a member of the management team by methods such as providing input, feedback and support: in developing and/or implementing long range and strategic plans and funding proposals; contribute to PQI, assessing and resolving Agency operational issues; and Agency policy development.
- Ensure accurate Program and Client Records are maintained and that confidentiality is a priority. Ensures that all pertinent requirements and documentation is complete.
- Ensure client language assessments meet the Canadian Language Benchmarks Placement Assessment (CLBPA) criteria in accordance with IRCC policies and procedures.
- Ensure compliance with language assessment standards and OCS protocols & procedures to maintain quality of services.
- Identify and implement enhancements to the language assessment services including booking system (online & in-person) and effective management of wait lists.
- Conduct language assessment, perform duties of clients services support and/or referral in case of other staff illness or vacation
- Provide direction and support to supervisor(s) and program/service team(s) by methods such as coaching, role-modeling, mentoring, team building, recruitment, scheduling, onboarding, and performance management. May participate or intervene at the service level to resolve issues/problems.

***We are an equal opportunity employer committed to hiring a diverse workforce***

Posted: 23-Sept-11

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- Plan, administer and control assigned budgets for contracts, equipment and supplies (including monitoring, reporting and accounting for budget variances).
- Ensure Work Safe BC health and safety standards are maintained.
- Coordinate and implement a promotional/outreach plan annually and participate in outreach activities /special events, community-meetings, committees, and training opportunities as needed.
- Stay updated on best practices in language assessment, multicultural competency, and relevant regulations to enhance the program's quality and compliance.
- Participate in local, provincial and/or federal settlement and language working group meetings.
- Perform other related duties as required.

## Qualifications

### Education, Training and Experience:

- Bachelor's Degree (Education, linguistics, social sciences or a related field) and minimum three (3) year's experience in program management, preferably within the non-profit sector or education sectors.
- Experience teaching ESL to adults is preferred.
- Experience leading a team and providing supervision is required.
- Class 5 Driver's License reliable vehicle, and a willingness to travel to various locations throughout the Metro Vancouver regions as needed.

### Skills and Abilities:

- Understanding of language proficiency assessment methodologies and industry standards.
- Familiarity with grant writing and fundraising practices in the non-profit sector.
- Knowledge of cultural sensitivity and the ability to tailor assessment approaches for diverse populations.
- Knowledge of the language assessment process, the Canadian Language Benchmarks and iCARE
- Knowledge of language training options, assessment eligibility, and language training providers in Metro Vancouver is an asset
- Proven Marketing, Public Relations, and Program Management skills
- Ability to prioritize, problem-solve, and exercise good judgment and can work under pressure.
- Required to work in a dynamic environment which may call for adaptation to emerging trends/demands
- 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 program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations.
- Ability to identify sensitive issues and maintain confidentiality
- 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)
- Organizational skills and attention to detail.

## SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

*Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

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**PLEASE APPLY TO:** Becky Ip, Program Coordinator  
Options Community Services Society  
Email: [becky.ip@options.bc.ca](mailto:becky.ip@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22376] and outlining your qualifications and related experience for the position.**