



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

INTERNAL/EXTERNAL OCISO JOB POSTING

Position: Chief Programs Officer (CPO)
Term: Full Time -35 hours/week – August 2021 - Indefinitely
Reports to: Executive Director

About OCISO

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

Position Summary

The Chief Programs Officer (CPO) will serve as a critical member of the executive management team. In collaboration with the Executive Director, the CPO will articulate and implement the strategic vision and leadership of the agency; oversee a significant portfolio of programs and related services; evaluate the effectiveness of programs to provide ongoing feedback; help to promote and diversify funding through effective resource stewardship; raise the agency's profile through external communications; provide mentoring, guidance, supervision, and professional development to all members of the management team; and enhance the structure of the organization by monitoring developments within the immigration and settlement serving sector.

The CPO will oversee a portfolio of programs that include: 1) LINC – Language Instruction for Newcomers To Canada 2) The Multicultural Liaison Office Program (MLO) 3) The Settlement & Integration Program (SIP) 4) The Community Economic Development Program (CED) 5) The Youth Program (YOCISO) and 6) The Counselling Program.

The CPO will also engage the Board of Directors frequently under the direction of the Executive Director.

The CPO ensures that the policies and programs within their area of responsibility reflect a community development approach, and the tenets of equity, access and anti-racism / anti-oppression.

Main Responsibilities:

Leadership, Employees Management and Organizational Strategy

- In coordination with the Executive Director and executive team, play a key role in the overall development, strategic planning, service delivery, and management of the organization across multiple sites and departments.
- Work closely with the Chief Human Resources & Operations Officer and the Chief Finance Officer to ensure effective implementation of policies and processes while responding to the operational needs of service delivery programs.
- Directly supervise six program managers; working closely to build their skills and confidence to mentor, encourage, and motivate all employees. Provide assistance and guidance on how to manage program and employees performance challenges.
- Deploy resources efficiently and effectively toward organizational goals, working with employees to balance workload and effort, and provide regular feedback so that key employees can continuously improve their supervision and mentoring skills.
- Establish annual program and employees goals and objectives and track results against these goals.
- Participate in the budget development and management process and maintain a high level of fiscal responsibility.
- Under the advisement of the Executive Director, implement OCISO's strategic plan, as well as develop and implement new initiatives that reflect the organization's mission.
- Serve as liaison to key funder departments and agencies.
- Represent OCISO and OCISO's Executive Director, on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Monitor and communicate emerging needs among key stakeholders such as clients, community partners, funders, donors and employers.

Program Oversight and Evaluation

- Oversee the coordination, integration, and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, clients, and other stakeholders are consistently met.
- Respond to government and foundation requests for proposals in partnership with managers; coordinate planning and activities necessary for development of model program designs in response to RFPs.
- Work closely with the Chief Finance Officer to budget and monitor programmatic operations ensuring sound fiscal and system management.
- Ensure the delivery of qualitative and quantitative outputs and outcomes of programs and services.
- Coordinate and analyze the appropriate data to inform programmatic and operational decision making. Use the existing client management and reporting systems (OCMS, ICare and LASI platform) to increase OCISO's efficiency, transparency and collaborative efforts among teams.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program employees.
- Analyze and assess programs based on data collected and implement corrective measures as required.

Qualifications:

- A minimum of five years leadership experience in overseeing multiple programs or contracts, ideally in a non-profit setting.
- Passion for OCISO's mission, vision and values and an ability to communicate this passion to others.
- Demonstrated experience managing a team in a multi-site structure.
- Comprehensive working knowledge of program planning, budgeting and administrative operations.
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes.
- Excellent communication skills, both written and oral, with the ability to represent the organization externally across a wide range of stakeholders and constituencies.
- Strong relationship building skills with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders.
- Demonstrated commitment to the values of diversity, inclusiveness and equity.
- Proven ability to work effectively in a multi-disciplinary and multicultural team environment
- Bachelor's degree required; advanced degree in a related field is strongly desired.

Salary & Benefits: \$73,000 – \$75,000 annually. Comprehensive benefits plan including health, dental, an RRSP plan and a generous leave entitlement.

Application Deadline: July 26th, 2021 by 5:00 p.m.

Application Process:

Please send a cover letter and a resume to Agnieszka Wedrychowicz, Manager HR & Operations at awedrychowicz@ociso.org , fax: 613-288-2674

We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Aboriginal peoples, and persons with disabilities.

OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Administrator upon scheduling your interview.