



Ottawa Chinese Community Service Centre | 渥太華華人社區服務中心
400 Cooper Street, Suite 2000, Ottawa, Ontario, Canada K2P 2H8
(613) 235-4875 | ✉ occsc@occsc.org

INTERNAL/EXTERNAL JOB POSTING

Position Title: Manager of Settlement, Integration and Family Services
Location: 400 Cooper Street, Ottawa, Ontario
Reports to: Executive Director
Department: Settlement, Integration and Family Services
Weekly Hours: 35
Salary/Rate: \$60,000-70,000

About OCCSC

The Ottawa Chinese Community Service Centre is a non-profit, non-partisan, charitable organization committed to advancing the full social and economic integration and participation of newcomers, immigrants, refugees, and people of Chinese descent in the City of Ottawa.

Position Overview

The Manager is responsible for the coordination of the day-to-day operations of all settlement programs and services.

The Manager participates in program development, tracks deliverables and outcomes, report writing, and data analysis. Reporting to the Executive Director this position also engages in various community collaborations and ensures services are responsive to emerging client needs.

Main Responsibilities:

Case Management, Program Monitoring and Planning

- Work closely with the Executive Director to ensure OCCSC is delivering relevant and culturally competent services by addressing the needs of immigrants and refugees in Ottawa
- Oversee and monitor settlement programs for case management
- Develop, implement, and evaluate long-term and short-term program plans to meet newcomer community needs for settlement and integration services
- Conduct program evaluations as required by funding contracts and OCCSC policies
- Coordinate services delivered by program employees at various off-site locations
- Ensure collection and entry of service data into an agency database and the reporting of all relevant data into iCare and other funder reporting systems on a regular basis
- Work with other Program Managers to ensure collaborative client service and program delivery

Administrative and Budget Control

- Prepare and monitor the program budget and monitor cashflow and expenses of programs
- Maintain or direct the maintenance of client file and data and all relevant departmental files and record including client database

Staff Supervision and Training

- Recruit, train, supervise, and evaluate a team of settlement workers
- Ensure OCCSC one-to-one services are practiced within the Code of Ethics of the Canadian Association of Social Workers
- Cooperate with the local universities to offer student placements and take part in joint research and educational initiatives
- Ensure that employees and volunteers comply with OCCSC policies and procedures

Networking and Advocacy

- Develop and maintain partnerships with other community service providers



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- Provide advice and expertise to various agencies and communities to address needs of the newcomers and build a welcoming community for newcomers

Other

- Provide advice to the Executive Director on issues regarding programs for clients and works as member of management teams
- Ensure workplaces, services, and activities comply with all health & safety, regulatory, and other legislated requirements
- Demonstrate a commitment to OCCSC's culture of respect management approach and anti-racism / anti-oppression policy within the work environment and in the community
- Any other duties as requested by the Executive Director

Qualifications and Experience:

Education

- Master Degree in Social Work or Equivalent
- University degree in Social Sciences, Humanities, or equivalent combination of education and experience in a related field

Knowledge and Experience

- A minimum of 3 years of managerial experience, preferably in settlement service sector
- Demonstrated interpersonal and cross-cultural communication skills required to work with clients, team members and the general public
- Extensive knowledge and expertise in immigration policies and issues pertaining to successful integration of newcomer.
- Experience and knowledge in working within the Chinese communities and with the other cultural groups
- Knowledge of Employment Equities, Human Rights issues and diversity issues
- Proficiency in budgeting, program development, delivery, and evaluation, preferably in a community-based setting
- Knowledge of local systems, services, and resources relevant to newcomer settlement
- Knowledge of settlement issues and barriers experienced by newcomers
- Must have effective skills in supervision, people and performance management

Skills

- Strong team building and group facilitation skills
- Excellent problem solving and decision-making skills
- Strong organization and excellent project management skills
- Demonstrated ability to integrate in-depth knowledge of equity, access, and anti-racism into all aspects of program and policy development
- Highly developed verbal and written communication skills, with an ability to communicate with a broad range of stakeholders from community representatives to partners agencies and program funders
- Proficiency with MS Office Suite, database applications, internet applications, and social media
- Fluency in Mandarin, Cantonese, and English is essential, knowledge in French as asset

Application Process & Deadline: Please send a cover letter and a resume to hr@occsc.org by June 10, 2022 by 5:00 p.m.

If at any stage in the selection process you require special accommodation, please let us know the nature of the required accommodation.

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application. Only candidates selected for an interview will be contacted. Interviews will be conducted on a rolling basis.