



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

## **INTERNAL/EXTERNAL OCISO JOB POSTING**

**Position:** National Program Manager - DMSI  
**Term:** November 2021 – March 2023 – 35 Hours per week  
**Reports to:** Director, Refugee 613

Are you an experienced non-profit manager looking for an opportunity to apply your skills to a small but mighty organization navigating an exciting period of growth? Do you have experience working directly with refugees and other immigrants to deliver responsive services? Refugee 613 is looking for a dynamic leader to help take our team to a new level of impact and effectiveness in migration communications as we launch an innovative digital service to support Afghan refugee resettlement nationally.

### **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. OCISO has been the fiscal sponsor of Refugee 613 since 2015, and as such all Refugee613, staff are employees of OCISO.

### **About Refugee 613**

Refugee 613 is a communications organization created by a network of service providers, refugee sponsors and community volunteers. We provide our partners and the public with information, connection and inspiration to improve the welcome and integration of refugees. As part of our commitment; to actively work to dismantle systemic racism, we strive to embed equity and inclusion in all our internal practices and services. Our small, energetic and highly diverse team values life experience, curiosity, listening skills and creativity. We work hard, laugh a lot and care deeply about what we do. We particularly encourage applications from former refugees and other newcomers with the relevant skills and life experience to help Refugee 613 continue to deliver innovative and relevant services to build a more welcoming world

### **Project Overview**

With investment from IRCC, Refugee 613 is testing a new, national, digital-messaging service to improve access to information for Afghan refugees in Canada. This service builds on Refugee 613's experience serving newcomers using apps such as WhatsApp and Telegram in Ottawa and is a new component of our Digital Messaging for Settlement and Integration (DMSI) project, a national, multi-year initiative funded by IRCC. The new service will use Telegram or a similar platform to provide information related to settlement and integration, answer inquiries and refer members to service providers in their area. The goal is to add value to existing settlement services and make it easier for Afghan arrivals to find basic

information quickly and easily.

## **Position Summary**

The National Program Manager (NPM) will have direct responsibility for the new Digital Service for Afghan Newcomers project while also supporting and overseeing additional programs. The NPM will lead the launch and scaling of the Afghan digital service, evaluate the effectiveness of other programs and provide ongoing feedback, help build new administrative processes and provide mentoring, guidance and supervision to staff. The NPM will also engage the Refugee 613 Management Board, under the direction of the Director, and ensure that the policies and programs within their area of responsibility reflect an anti-racism/anti-oppression approach.

This is a particularly exciting time to be part of Refugee 613's story. In addition to rapid growth, we are working with our Management Board to operationalize a new strategic plan and develop robust policy frameworks in anticipation of refining our governance structure for a more sustainable future. The National Program Manager will serve as a key member of the Refugee 613 leadership team and have the opportunity to have major impact on the organization as we build our future.

## **Main Responsibilities**

### Leadership, Employee Management and Organizational Strategy

- Embed equity and inclusion principles in all activities.
- Lead implementation of the DMSI project, including the new digital service for Afghans.
- Play a senior role in the overall development, strategic planning, service delivery, and management of the organization.
- Directly supervise project coordinators and other staff, working closely to mentor, encourage and motivate all employees.
- Provide assistance and guidance on project design, management, monitoring and evaluation.
- Work closely with Refugee 613's fiscal sponsor to ensure effective implementation of OCISO policies and processes while also supporting the Director of Refugee 613 in managing the transition to a new form of governance.
- Deploy resources efficiently and effectively toward organizational goals, working with employees to balance workload and effort, and provide regular feedback
- Establish annual program and employee goals and objectives and track results against these goals.
- Lead the development of an operational plan in support of Refugee 613's new strategic plan.
- Lead the budget development and management process and maintain a high level of fiscal responsibility.
- Support the Director in implementing the Refugee 613 strategic plan.
- Serve as liaison to key funders where appropriate.
- Represent Refugee 613 and the Director on relevant committees and task forces, as well as at speaking engagements, conference panels and training.
- Monitor and communicate emerging needs among key stakeholders such as settlement partners, community partners, funders, donors and other stakeholders.
- Support Director to ensure staff comply with Human Resources standards and understand their rights and responsibilities under ESA and the OCISO Human Resources Policy.

## Program Oversight and Evaluation

- Lead the management and delivery of the DMSI project.
- Oversee implementation of additional projects, contracts and related services, promoting collaborative relationships between staff and ensuring that the expectations of funders, partners and other stakeholders are consistently met.
- Coordinate and analyze the appropriate data management, including the implementation of new platforms to meet project deliverables (familiarity with iCare is considered a strong asset).
- Respond to government and foundation requests for proposals in partnership with Refugee 613 staff.
- 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 three years' leadership experience in overseeing multiple programs or contracts in a non-profit environment, including responsibility for legal, financial and governance frameworks
- Proven ability to work effectively and motivate others in a multicultural team environment
- Comprehensive working knowledge of planning, budgeting and administrative operations across multiple programs at a senior level
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes
- Demonstrated ability to ensure equity and inclusion are priorities in project activities and deliverables
- 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 to find common ground, build consensus and strengthen collaboration among diverse stakeholders
- Passion for Refugee 613's mission, vision and values and an ability to communicate this passion to others
- Excellent written and spoken English, with knowledge of a second language a desirable asset (particularly French, Dari or Pashto)

**Salary & Benefits:** \$66,500 to \$67,300 annually, based on a 35 hours per week. Comprehensive benefits plan including health, dental, RRSP plan, and generous leave entitlement.

**Application Deadline:** Thursday, November 11, 2021 – by 5:00 PM.

**Application Process:** Please use your cover letter to demonstrate exactly how your experience aligns with this specific role, in less than 250 words. Ensure renaming your documents before applying and send to Chandan Rathaur, HR Administrator: [hr@ociso.org](mailto:hr@ociso.org)

- *A cover letter with the following file name: Name\_DMSINationalProjgramManager\_CoverLetter*
- *A resume with the following file name: Name\_ DMSINationalProgramManager \_Resume*

*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.*

*Thank you for your interest in joining OCISO. We appreciate all applications. Due to the volume of applicants, we are only able to contact those selected for further consideration.*

*Please note, after the hiring process is complete and before joining, OCISO requires successful candidates to provide proof of their COVID-19 vaccination document as a condition of employment, subject to an Ontario Human Rights Code exemption.*