



JOB POSTING

POSITION TITLE: Manager - Programs and Services

POSITION TYPE: 1.0 FTE

REPORTS TO: Executive Director

DIRECT REPORTS: Programs and Services Unit

- Learning and Technology Coordinator
- Professional Development, Curriculum, and Platform Leads
- Professional Development and Certification Officer
- Business Development & Outreach Coordinator (Co-managed with the Manager – Engagement, Research & Policy)

LOCATION: Alberta-based – *Due to the COVID-19 pandemic, AAISA staff and volunteers will work remotely for the foreseeable future.*

The Alberta Association of Immigrant Serving Agencies (AAISA) is a non-profit umbrella organization representing agencies that provide resettlement, settlement, and integration services to newcomers in the province of Alberta. Since 1980, we have been working to build the sector's capacity to better serve newcomers by fostering collaboration, professionalization, and member-driven research and policy work.

AAISA's Programs & Services Unit builds the capacity of settlement and integration service providers through professional development services geared towards improved professional settlement practice across Alberta and the Prairies and Northern Territories region. The Unit also oversees AAISA's Social Enterprise to improve newcomer settlement through the private, public, and non-profit sectors at large.

Reporting to the Executive Director, the Manager - Programs and Services works closely with the Manager – Engagement, Research & Policy in a cross-functional and collaborative team environment. This position is responsible for the development, implementation, and evaluation of AAISA's strategies related to professional development and certification. The Manager will be responsible for the operational success of the Programs and Services unit, ensuring seamless fiscal and team management, initiative and project delivery, quality control, and evaluation. The Manager works collaboratively to design, develop, action, and assess strategies that will enact the vision of the organization in alignment with the latest strategic and business plans. This position will manage the performance of a growing staff team and is a key external contact for AAISA's professional development initiatives in Alberta and across the provinces.



ROLES AND RESPONSIBILITIES

STRATEGIC LEADERSHIP

- Work closely with the Management Team to plan and implement change projects and initiatives in realizing the vision and mission of AAISA as outlined in the current strategic plan
- Work with Committees, stakeholders, and to identify systemic issues and priorities facing the settlement and integration sector and develop opportunities to collaboratively address them through existing and proposed professional development programming
- Establish critical partnerships with wide-ranging stakeholders, including the private and public sectors to institute innovative as part of AAISA's social enterprise initiative
- Provide strategic direction and support to improvements in AAISA's service and supports to member organizations
- Work individually with direct reports to support their professional, skill, and skill development
- Works with Manager – Engagement, Research & Policy to find and create opportunities for cross-departmental collaboration within AAISA to meet the needs of the sectors and the priorities of the AAISA Strategic Plan effectively and efficiently

PERFORMANCE MANAGEMENT AND QUALITY ASSURANCE

- Work with the leadership team and staff to create, implement, and update performance-based tools to establish consistent, objective performance standards of accountability relative to AAISA
- Lead the development of outcomes measurement, impact practice strategies, and models for AAISA
- Oversee the planning, implementation, and evaluation of AAISA's measurement and evaluation projects
- Work with the management team to ensure evaluation and program information is consistent with funder reporting requirements
- Develop goals and strategies for direct reports for the execution of their job descriptions and their professional growth

PROFESSIONAL DEVELOPMENT

- Lead the development and management of AAISA's professional development initiatives
- Lead AAISA's professional development strategy and execution including through the Regional Committee, directly with AAISA member agencies, and through prospective funders



- Continually plan, assess, and evaluate initiatives against the organization's business plan, the identified needs of the sector, and funder reporting requirements
- Represent AAISA on and with regional and national organizations, coalitions, and committees

CERTIFICATION

- Work collaboratively with AAISA staff, members, and other key stakeholders to uphold and develop AAISA's certification processes
- Lead the development, direction, and oversight of expanding and modernizing AAISA's provincial certification programming
- Continually plan, assess, and evaluate professional development processes, delivery methods, and tools to ensure effective, efficient, and impactful programming for the sector

AAISA SOCIAL ENTERPRISE

- Develop and strategize AAISA's Social Enterprise Model
- Develop relationships with external stakeholders to advance AAISA programming into new sectors to improve settlement supports for newcomers
- Ascertain and address gaps facing newcomers that can be addressed outside of the sector, and develop strategies and programming to address those gaps through AAISA Social Enterprise
- Represent AAISA with community stakeholders, organizations, and companies to advance AAISA Social Enterprise

ADMINISTRATION AND TEAM MANAGEMENT

- Develop and manage the unit budget and human resources to successfully deliver engagement and outreach initiatives
- Finalize and maintain work plans and operational budgets
- Develop policies for committees and organizational purposes
- Lead the preparation of funding proposals, annual reports, and final statements to various funders and partners
- Prepare both written and oral materials (i.e., briefs, reports, presentations, and publications) for internal and external audiences



QUALIFICATIONS

- Post-secondary education in a related field
- Experience in a management or supervisory capacity
- Familiarity and/or experience with the settlement and integration sector as well as Canada's immigration system is an asset
- Experience in grant writing and fund development
- French language fluency will be prioritized
- Highly motivated individual able to take initiative while maintaining alignment with team and organizational objectives
- Strong written and verbal communication
- Personable with strong relationship building skills
- Ability to work independently, while being a collaborative and communicative team member
- Adaptive and responsive in a dynamic work environment and with shifting priorities
- Experience working in the non-profit sector is an asset
- Experience working with WordPress, CRMs, Zoom, and the Microsoft Office suite including Teams and SharePoint
- Priority will be given to applicants with demonstrated experience working in remote environments

To apply, please submit your resume and cover letter to admin@aaisa.ca until a suitable candidate is found. Only candidates short-listed for interview will be contacted.

AAISA is an Equal Opportunity Employer, and we work to sustain anti-discrimination and anti-racism practices in our workplace. We do not discriminate based on race, ethnicity, sexual orientation, gender identity and/or gender expression, age, physical or mental health, religion or beliefs, or any other status protected by law. Harassment or discrimination is not tolerated at AAISA. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs.