



External Job Posting

Title: Program Manager, Connecting Ukrainians to Good Jobs
Reports To: Director, Services & Community Engagement
Location: Flexibility to apply for any of our ACCES locations
Contract: Until March 31, 2023 (with opportunities for extension)

Organization:

ACCES Employment is a leader in connecting qualified jobseekers from diverse backgrounds with employers across the Greater Toronto Area (GTA), Ontario, and Canada. ACCES helps more than 40,000 job seekers each year at seven locations in the GTA. As a charitable not-for-profit organization, ACCES provides job search services that connect newcomers, jobseekers, youth, women, and refugees to jobs that reflect their skills and experience. We provide over 30 customized job search programs that meet the unique needs of our jobseekers. Our vision is to achieve a fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

We are looking for people who thrive in a flexible and fast-paced environment. ACCES offers an excellent benefits package, an RRSP matching program, and an Employee & Family Assistance Program.

Scope:

The *Program Manager, Connecting Ukrainians to Good Jobs* will oversee a project that works in collaboration with ACCES's Corporate Engagement team to support newly landed refugees to receive coaching and support to secure employment. By leveraging the organization's employer relationships, the program team will match refugees with viable employment. The program will be delivered in partnership with TalentPool (a Calgary-based organization). Collectively, both agencies will ensure pan-Canada access to information about destination cities and their related industries, as well as job readiness training, job fairs, employer networking events, mentoring, and onboarding supports.

Duties & Responsibilities:

- Plan and implement outreach, intake, and employer interactions for newly landed refugees who are looking for work while still residing in their Resettlement Assistance Program (RAP) and/or once they have moved to their permanent residence. This includes client, employer, and community agency outreach, as well as program delivery, including tracking, monitoring, and reporting of program data and results
- Manage and coordinate the development and delivery of all program components, including client assessments, curriculum development, referrals to upskilling, and other training opportunities
- Structure program promotion, outreach, employer engagement, and promotional content featuring destination cities

- Develop and grow community partnerships (particularly among RAP centres and Local Immigration Partnerships) and oversee event planning and delivery
- Work closely with other ACCES Managers and external partner organizations to ensure appropriate coordination of program components and events
- Oversee HR management activities including recruitment, supervision, performance management, staff engagement and training, etc., of staff and contractors working with the project
- In collaboration with the Corporate Engagement team, encourage employer participation and ensure corresponding service delivery commitments
- Consolidate, develop, and evaluate programs and ensure program compliance with funders guidelines and targets
- Work closely with internal operations to manage program budgets, allocate resources, approve, and track expenditures
- Collect, prepare, and maintain all reports & statistics
- Conduct file audits to ensure proper documentation
- All other duties as required by senior management including support of site activities, evening supervisor shift rotation and support of other managers/activities as required

Required Qualifications:

- 5 years of related work and management experience
- Understanding of labour market challenges and barriers, particularly as they relate to internationally trained individuals
- Demonstrated leadership experience, a collaborative decision maker, and an open and effective communicator who values diversity
- Excellent verbal and written communication skills
- Excellent interpersonal skills necessary to work effectively with all levels in the organization as well as with clients, employers, community partners, other service providers, and funders
- Ability to prioritize, strong time management skills and flexible to respond to time-sensitive issues and frequently changing priorities while meeting competing deadlines
- Exceptional planning, organization, and problem-solving skills; must be pro-active, and have a sense of urgency
- Proven strength in human resources areas such as performance management, team leadership, staff coaching/mentoring etc.
- Experienced and highly proficient working in an MS Office environment; including online virtual platforms Zoom, Brazen, WebEx, and Microsoft Teams
- Ability to travel between project/program delivery locations and/or partner and employer organizations, or as needed
- Flexibility to work occasional evenings and weekends

Strong Assets for this role include:

- Fluency in Ukrainian or Russian, University/College degree, knowledge of emerging labour market needs and trends, previous experience in the not-for-profit sector and working in a diverse community and experience working in an online service delivery environment, learning management systems and other online tools



We are currently on a hybrid work schedule, working in the office and from home. This hybrid work schedule is subject to change based on business requirements.

***Please Note:** ACCES remains committed to its employees and to providing a safe workplace. As of October 1, 2021, candidates for employment are required to be fully vaccinated against COVID-19 and successful candidates must agree to obtain any additional vaccinations that may be required. Proof of such vaccination will be required. We will make accommodation for qualifying medical or religious exemptions. Employees who are not fully vaccinated due to a valid medical exemption must provide written proof from an allergist/immunologist/cardiologist.*

Job Application Instructions:

Interested persons should send their resume with a covering letter to:

ACCES Employment Hiring Committee

By Email: hr@acesemployment.ca

Candidates should state the position of interest in the subject of the email.

Please Note:

We thank all applicants for their interest; however only those selected for an interview will be contacted.

Candidates who are contacted may be requested to complete a screening video interview using Spark Hire.

This position will be posted until it is filled. We will be reviewing resumes as they are submitted.

ACCES Employment is committed to equity, diversity, and inclusion in our workplace and in our recruitment processes. We encourage applications from members of all racialized groups, gender identities and sexual orientations, Indigenous persons and, persons with disabilities.

Accessibility and Accommodation: ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. Please advise our HR representative or hiring manager of any accommodation measures that are required. Information received relating to accommodation measures will be addressed confidentially.