



Immigrant and Refugee
Community Organization of Manitoba

IRCOM House Ellen
95 Ellen Street
Winnipeg, MB R3A 1S8

P: 204.943.8765
F: 204.943.4810

IRCOM House Isabel
215 Isabel Street
Winnipeg, MB R3A 1R5

www.ircom.ca
info@ircom.ca

Settlement and Capacity Building Programs Manager **Full-time (37.5 hours/week) Permanent Position**

WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team that is passionate, committed and unified in supporting successful integration of newcomer refugee families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

CANDIDATE PROFILE:

The Settlement and Capacity-Building Programs (SCPB) Manager understands how to provide settlement programs that are responsive to refugee newcomers. The ideal candidate is self-motivated, mature and is an experienced leader committed to IRCOM's vision and mandate of empowering newcomer families to settle and integrate into the wider community through affordable transitional housing, programs and services. The SCBP Manager is caring and compassionate, has excellent communication and interpersonal skills, strong experience supervising and supporting staff, is able to broker and use new technologies, and has a demonstrated ability to work effectively in a culturally diverse environment. The ideal candidate has stamina and a strong work ethic. They are experienced in creating effective programs and can provide clarity, structure, support and clear expectations, to help their team excel in a fast-paced and demanding environment. The ideal candidate understands trauma and skillfully uses a trauma-informed approach as a supervisor and in guiding programs.

POSITION PURPOSE AND SUMMARY:

The Settlement and Capacity-Building Manager is responsible for the development, delivery, and evaluation of settlement programs (including case management for refugee newcomer families facing complex challenges), financial empowerment programs, parent supports and other capacity-building programs at IRCOM. This role is focused primarily on services to tenants, with an expanding scope of programs open to non-resident newcomers. The SCBP Manager oversees a case management approach for tenants, to ensure they are followed closely through their three year stay at IRCOM, enabling them to meet their settlement and integration goals. As per our Vision, A Community of Belonging, the SCPB Manager works with their team to foster community and a sense of belonging among IRCOM's tenants, and within the broader community. The SCBP Manager supports multiple partnerships and collaborations, both internal and external, to ensure programs are innovative, community-responsive and sustainable.

Under the supervision of the Director of Programming, the SCBP Manager will fulfill the following responsibilities:

Program Leadership & Support (30%)

- Lead staff, coordinate programs, and promote the vision SCPB across all housing sites
- Ensure timely and quality response to tenants' needs and questions.
- Ensure strong communication and regular liaison with core collaborative partners
- Supervise the Settlement team in the delivery of core settlement services for tenants, using a case management approach (including needs assessments, goal setting and ongoing monitoring)

- Support capacity building program teams (e.g., Asset and Capacity Building team, Early Childhood Development Hub team, Tenant Leaders, Greening Program) to deliver high-quality programs that enhance settlement and integration outcomes for tenants and non-residents.
- Support and train the team to offer multiple modes of service including: one-on-one assessments, appointments, drop-in, and life skills services; group workshops; home visits; client accompaniment; information and referrals; as examples.
- Create and support structures, systems and services for vulnerable families facing complex challenges
- Provide oversight to the High Needs Support Team which is integral to case management and provides crisis intervention, critical incident debrief and advocacy, and mental health training and awareness
- Facilitate systems meetings with the Social Workers for high-needs families
- With the Director of Programming, secure clinical guidance for Social Workers, where possible
- Draft crisis and mental health and wellness policies and procedures
- Hold meetings with external stakeholders to explore larger system gaps and opportunities.
- Co-lead tenant selection in collaboration with the Facilities & Tenancies team
- Ensure IRCOM offers drop-ins settlement services for non-residents and for cross-referred IRCOM participants

Program Management (20%)

- Lead teams in ongoing program and resource development
- Research and identify demographic trends, emerging issues, and innovative settlement models
- Understand each program's theory of change, goals, objectives, activities, outcomes and deliverables and support the team to meet program outcomes and deliverables
- Develop annual program plans
- With the Research and Evaluation Coordinator, create evaluation plans at the front-end of program implementation
- Ensure data for evaluation and program monitoring is input accurately and in a timely manner by the team
- Ensure the SCBP teams are communicating and collaborating effectively internally and externally
- Support special events and projects that foster community building and integration, with an emphasis on Indigenous-newcomer connections
- Compile and submit monthly reports to the Director of Programming and relevant funders.

Fundraising and Financial Management (15%)

- Manage annual program budgets, expenses, claims, projections, and cash flow
- Identify program resource needs and gaps
- Support grant-writing and reporting, working closely with IRCOM's Grant Writer
- Actively participate in organizational fundraising, communications and social media efforts

Human Resource Management (25%)

- Hire, onboard, orient and train, and supervise all SCBP staff
- Work closely with IRCOM's HR Manager on unique or complex HR situations
- Provide ongoing mentorship and performance management for SCBP staff including conducting annual performance reviews and holding regular, scheduled, one-on-one supervision meetings with all direct reports
- Oversee or delegate supervision of SCBP practicum students and volunteers
- Design and deliver program-specific training, ensuring that training materials are current

- Contribute to organizational HR initiatives such as new employee orientation, all-staff training and resource development
- Address staff and tenant conflicts using mediation techniques

Community Partnerships and Communication (10%)

- Develop and nurture partnerships with key service delivery partners, newcomer-serving agencies, local organizations, schools, and community groups
- Support IRCOM representation in advocacy activities identified as important to our mission
- Maintain open communication with internal and external partners to ensure comprehensive support for tenants and participants
- Deliver presentations to promote IRCOM programs and awareness of refugees contributions and strengths

REQUIRED QUALIFICATIONS:

Bachelor's degree in a relevant field (such as Community or International Development, Social Work, Conflict Resolution, Peace and Conflict or Global Studies) and/or the equivalent experience (5 years or more) in settlement management and community work

- Proven program management and supervisory experience using an asset-based approach
- Prior experience in building and managing strong, collaborative teams
- Experience in program design, delivery and evaluation, ideally in a settlement or community development setting
- Demonstrated ability to provide case management and manage crisis situations in a complex cross-cultural setting
- Proven experience in writing and managing grants, including budget development and monitoring
- Ability to actively engage community using community development approaches and develop programming that is responsive to community
- High level interpersonal and cross-cultural communication skills including strong written and oral English communication skills
- Strong organizational and administrative skills with demonstrated ability to prioritize tasks in a complex and fast paced job environment
- Deep awareness of the refugee experience and/or the immigration process
- Demonstrated understanding of and familiarity with Canadian systems, institutions and laws and how they apply to refugee newcomer communities
- Must be open-minded, resourceful, highly motivated, creative, independent and a team player
- Proficiency with Microsoft Office
- Experience with data management systems and emerging technologies
- Present a current satisfactory Criminal Record Check and maintain a clear Child Abuse Registry Check
- Valid Class 5 Drivers License and access to a vehicle
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS

- Lived experience as an immigrant, refugee, or in an immigrant community
- Additional language beside English is an asset.
- Prior leadership experience in a unionized environment
- Knowledge of and/or connections with relevant newcomer settlement service providers
- Demonstrated commitment to social justice, advocacy and empowerment of newcomer communities

- Conflict prevention, management and resolution skills
- Experience planning accessible, large community events
- Knowledge of Indigenous and inner-city communities

Work Location and Schedule: The SCBP Manager will work out of all IRCOM programming sites. This is a full-time, 37.5 hours per week permanent position. Office hours are generally 9 a.m. to 5 p.m., Monday to Friday; most work is in-person. Evening or weekend hours will be regularly required.

Wage: \$28.68/hour

Benefits: Comprehensive benefits package with extended health, dental, LTD, Life and AD&D insurance
Paid professional development opportunities
Paid time to sit on a relevant community board
Paid sick days, discretionary days, 3 flexible statutory holidays/year, RRSPs
Collaborative, family-friendly and supportive working environment

APPLICATION PROCESS: All applicants must be legally entitled to work in Canada.

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

**Review of applications will begin on Thursday March 06, 2025
and continue until the position has been filled.**

HR - Selection Committee: kathlenem@ircom.ca

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs (kathlenem@ircom.ca).