Settlement and Capacity-Building Programs Manager

Full-Time Permanent Position (37.5 hours/week)

About IRCOM

IRCOM supports newcomer families as they build their lives in Canada through programs and services focused on housing, settlement, education, employment, and community engagement. We are committed to creating an inclusive, welcoming workplace where staff are supported to grow professionally while making a meaningful difference in the lives of newcomers.

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 successful candidate is an experienced people leader who is passionate about supporting refugee newcomers. They are organized, adaptable, culturally responsive, and skilled at leading teams, managing complexity, and building strong programs and partnerships. They bring sound judgment, excellent communication skills, and a trauma-informed approach to leadership.

Position Summary

The Settlement and Capacity-Building Programs Manager leads the development, delivery, and evaluation programs that support refugee newcomer families. The role oversees case management with tenants, financial empowerment, parenting and early childhood supports, and other initiatives that promote successful settlement and integration. Through strong staff leadership, cross-departmental collaboration, and community partnerships, the Manager ensures programs are high-quality, responsive, and impactful while fostering community, connection, and belonging.

Duties and responsibilities include, but are not limited to the following:

Program Leadership

- Provide leadership and oversight for settlement and capacity-building programs
- Ensure services are timely, respond to tenants' or participant's needs, high-quality, and aligned with organizational priorities and funder requirements
- Build program excellence through annual program plans, responsive scheduling, planned operational procedures and cycles, and clear communication mechanisms
- Ensure IRCOM has current and active warm referrals pathways to critical services, and assist the Social Workers to hold systems meetings when needed

- Ensure fidelity with IRCOM's Case Management Framework and assist the team to create tailored support structures, systems, and services for families facing complex challenges.
- Train and mentor the team to deliver effective multiple modes of services such as: one-on-one sessions, group workshops, life skills training, home visits, client accompaniment, and drop-in settlement services
- Co-lead tenant selection and co-lead tenant or family conflict mediation
- Lead effective program planning and meaningful evaluation, leading to innovation and continuous improvement
- Identify emerging needs, opportunities, and trends affecting newcomer communities.

Staff Leadership and Supervision

- Hire, onboard, train and supervise a multidisciplinary team.
- Ensure SCBP has strong, current, initial onboarding, orientation and training processes in place
- Ensure best practices in supervision, booking regular one-on-one meetings with each team member, and providing hands-on coaching, mentorship and guidance
- Support staff development and enable professional growth; conduct annual performance reviews; design and deliver program-specific training
- Foster a positive, collaborative, and accountable team culture.
- Effectively use performance management techniques to help staff succeed
- Ensure practicum students are well-supported by site supervisors and the team
- Provide expert guidance on complex participant situations and service delivery challenges.
- Lead the High Needs and Crisis Response Team, with the Social Workers
- Update, create and deliver training on mental health, safety and crisis response policies and procedures

Community Partnerships and Engagement

- Build and maintain strong relationships with relevant community organizations including local schools and government departments
- Represent IRCOM at community meetings, networks, and collaborative initiatives.
- Support advocacy, community engagement, special events, and cross-sector collaboration that strengthen newcomer inclusion and belonging
- Actively support IRCOM's social media and fundraising efforts
- Support strong participation in Indigenous-newcomer bridge building

Program Operations, Financial Management, and Accountability

- Ensure compliance with all agreements, achieving promised activities, meeting deliverables and evaluating and ensuring collection of outcomes and impacts data
- Manage annual program budget and identify program resource needs and gaps
- Support grant-writing and draft external reports as well as high quality internal reports
- Contribute to organizational planning and ensure strong cross-departmental coordination and collaboration
- Ensure compliance with organizational policies, procedures, and service standards

Required Qualifications

- Bachelor's degree in a relevant field (such as Social Work, Conflict Resolution, Peace and Conflict or Global Studies) and/or equivalent experience (5+ years) in settlement management and community work.
- Proven program management and development (design, delivery, and evaluation) experience
- Demonstrated staff supervision and HR experience
- Proven ability to work effectively in a multi-cultural, highly diverse workplace
- Demonstrated experience in delivering case management services
- Proven crisis intervention skills, able to respond to crises in a complex cross-cultural and inner-city environment
- Experience building and managing strong, collaborative teams
- Proven experience in program financial management
- Excellent written and verbal communication skills
- Excellent multi-tasking, organizational and administrative skills
- Deep awareness of the refugee experience and migration pathways
- Demonstrated understanding of Canadian and Manitoban systems, institutions, and laws, and how they apply to refugee and newcomer communities
- Resourceful, highly motivated, creative, and able to work both independently and as part of a team
- Demonstrated ability to build inclusion of equity-seeking groups such as Indigenous peoples, 2SLGBTQIA+ people, people with disabilities, as examples.
- Proficient with Microsoft Office and experience with data management systems and emerging technologies

Preferred Qualifications

- Lived experience as a refugee, immigrant or from an immigrant community
- Social Work degree and registration with MCSW
- Additional languages besides English, especially those spoken by our tenants
- Experience working with refugee communities and knowledge of the settlement sector
- Conflict prevention, management and resolution skills
- Experience leading in a unionized environment
- Knowledge of Indigenous and inner city communities
- Experience as a facilitator, trainer and educator
- Commitment to social justice, advocacy and empowerment of newcomer communities

Additional Information

Work location: This role will work out of all IRCOM sites. This is a Full-Time, 37.5 Permanent position. Office Hours are generally 9 AM - 5 PM, Monday-Friday. Most work is in-person. Evening and weekend hours will be regularly required.

Wage: $30.57

Benefits: Comprehensive benefits package with extended health benefits, dental, vision, LTD, Life and AD&D insurance

Professional development opportunities

Paid sick days, discretionary days, 3 flexible statutory holidays per year, RRSPs
Collaborative, family-friendly and supportive working environment

IRCOM's Commitment to Equity

IRCOM seeks to reflect the community we serve. We are committed to providing an inclusive, accessible, respectful workplace. Interested applicants can identify themselves as belonging to any equity-seeking group including, Indigenous peoples, racialized peoples, as members of the 2SLGBTQIA+ community, and /or as a person with a disability.

To Apply

Please submit a cover letter and resume to fitsumg@ircom.ca, clearly indicating how you meet the qualifications.

We thank all applicants for their interest; however, only those selected for an interview will be contacted. If you require accommodation at any stage in the process, please let us know and we will work with you to meet your needs.