Immigrant and Refugee
Community Organization of Manitoba

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Employer Relations 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

This role is ideal for a highly motivated self-starter with management experience, who enjoys building programs from the ground up. Working closely with the Director, the successful candidate will play a lead role in designing, implementing, evaluating, and continuously improving a new employment initiative. They are up to the challenge of meeting firm outcomes. They are comfortable developing systems, processes, and service models where only a broad framework exists, and can balance strategic thinking with hands-on delivery. The successful candidate is an experienced employment services professional and a strategic relationship-builder who can develop partnerships, create opportunities, and translate ideas into effective programming.

The successful candidate brings sound judgment, initiative, and strong project management skills. They also are a people-person and enjoy front-line case work with participants. They are highly organized, adaptable, and able to navigate ambiguity while maintaining momentum and accountability. They understand the barriers faced by newcomer and refugee job seekers and bring an asset-based, trauma-informed approach to program development, employer engagement, and participant support.

Position Summary

Reporting to the Director of Programming, the Employer Relations Manager will design, develop and implement IRCOM's employment programming, Pathways to Employment (P2E) for refugee newcomers, with a focus on connecting job-ready refugee participants to meaningful, sustained employment opportunities.

This is a hands-on role that combines employer engagement, direct client support, program development, and program oversight. The successful candidate will play a key role in establishing partnerships, developing systems and processes, measuring outcomes, and building a strong foundation for a new employment program.

What You Will Do

Program Development and Implementation

- Lead the development of the Pathways to Employment program from start-up through implementation, creating the structure, systems, and processes needed to achieve project objectives.
- Develop and refine program policies, procedures, tools, and service delivery practices related to participant recruitment, case management, employer engagement, and outcome measurement.
- Establish data collection, reporting, and performance measurement systems aligned with program outcomes and funder requirements.
- Drive continuous improvement by identifying emerging trends, opportunities, and best practices that strengthen participant outcomes, employer partnerships, and future program growth.

Employer Engagement

- Develop and maintain relationships with employers, industry representatives, and workforce development partners.
- Identify employment opportunities that offer long-term career potential for participants.
- Monitor labour market trends and identify emerging opportunities that align participant goals with employer needs.
- Promote the value of hiring refugee newcomers and support inclusive hiring practices.
- Represent IRCOM within the employment and workforce development sector.

Employment Services and Case Management

- Serve as a case manager for program participants, conducting assessments, determining eligibility, and developing individualized employment plans.
- Support participants in achieving employment goals through job search support, career planning, workplace preparation, and connections to training and opportunities.
- Facilitate successful placements and support long-term retention and career progression.

- Maintain a smaller caseload while supporting participants with complex employment goals, employer connections, or intensive coordination needs.

Internal Collaboration

- Build strong relationships with internal and external partners to support participant success and coordinated service delivery.
- Collaborate across teams to strengthen referrals, address challenges, and achieve program outcomes.
- Ensure referrals and participant access remain aligned with program objectives and eligibility criteria.

Administration, Evaluation, and Reporting

- Develop and maintain effective reporting, data management, and performance measurement systems to support program accountability and continuous improvement.
- Monitor outcomes and prepare reports for leadership and funders.

What We Are Looking For

Required Qualifications

- Post-secondary education in a human services, adult education, community development, or related field; or an equivalent combination of education and experience.
- Significant experience delivering employment services and supporting clients to achieve employment outcomes.
- Demonstrated staff supervision and HR experience
- Deep awareness of the refugee experience and barriers to employment
- Proven ability to work effectively in a multi-cultural, highly diverse workplace
- Experience building and managing relationships with employers and community partners.
- Knowledge of the Winnipeg labour market; labour market trends, workforce development, and employment service best practices.
- Experience designing, developing and implementing programs, systems, policies, procedures, and operational tools.
- Experience with data collection, outcome tracking, and reporting.
- Proven experience in program financial management
- Excellent communication (written and verbal) skills as well as relationship-building, and collaboration skills.
- Strong organizational skills and ability to manage competing priorities.
- Proficiency with Microsoft Office and database systems.
- Satisfactory Criminal Record Check and clear Child Abuse Registry Check.
- Demonstrated ability to build inclusion of equity-seeking groups such as refugees, Indigenous peoples, 2SLGBTQIA+ people, people with disabilities, as examples.

Preferred Qualifications

- Lived experience as a refugee, immigrant or from an immigrant community Employment program design experience
- Fluency in a language commonly spoken by IRCOM participants.
- Experience working with refugee communities and knowledge of the settlement sector
- Experience with program evaluation, performance measurement, and continuous improvement.
- Experience designing forms, assessment tools, databases, or outcome measurement frameworks.
- Experience facilitating workshops, presentations, or group-based learning activities.
- Experience launching or significantly expanding a program or service.
- Existing connections within Manitoba's employer or workforce development sectors.

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/hr

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 refugees, women, Indigenous peoples, racialized peoples, as members of the 2SLGBTQIA+ community, and /or as a person with a disability.

To Apply- All applicants must be legally entitled to work in Canada

Please submit a cover letter and resume to hr@ircom.ca clearly indicating how you meet the qualifications. Review of applications will begin November 17, 2026 and continue until the position is filled.

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.