

## Manager of Newcomer Support Services

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking a **Newcomer Support Services Manager** to join our team in a **full-time contract role** until December 31, 2024. TNO is a great place to work and we make a difference in the communities we serve.

### Program Summary

Newcomer Support Services provides a variety of services that facilitate social, economic, and civic integration of newcomers into the community and the society at large. Services provided include needs assessment, service planning, information and referrals, reception and orientation, translation, interpretation, and introduction to community resources.

### Position Summary

The Manager, Newcomer Support Services will provide overall management and supervision to the In-House Settlement team. Reporting to the Director, Newcomer Services, the Manager is also responsible for monitoring program budgets and funding outcomes, ensuring the agencies policies and procedures are implemented in related programs, and that services are provided with care, compassion, and professionalism.

### Main Tasks & Responsibilities

- Manage the Program including day-to-day operations, co-ordination, work planning, budgeting, client/funder liaison, database oversight, and reporting
- Provide oversight to CTC Hub, Income Tax Clinic, NSP program, Caregivers Program, and Partnerships with TDSB LINC
- Make decisions by following rules, policies, guidelines, and procedures independently
- Support the development and implementation of overall strategic goals and operational plans of TNO
- As a member of the management team, participate in strategic planning, funding proposals, operational procedures, and decision-making activities
- Develop program work plan and program evaluation criteria and program impact in support of providing excellent services
- Manage and lead staff in the delivery of program activities by providing advice, assistance, training and guidance, and actively promote a culture of meeting client neighbourhood needs by supporting staff in all aspects of their work
- In collaboration with Human Resources, manage/support the Settlement programs human resources including hiring, orienting and training, coaching/mentoring, determining performance standards and conducting performance reviews
- Manage the program funding on a day-to-day basis by overseeing financial transactions, budget reports, and preparing ad hoc reports requested by funders and the agency
- Prepare monthly reports, program funder reports, program related records/documentation and process financial documents

- Identify and evaluate risks to the program and work with Director to control problems or risks, as appropriate
- Work with other Program Managers and the Settlement program team to develop solutions that provide exceptional services, close identified service gaps, improve work process, remove overlaps, streamline process and improve overall service to clients
- Build and maintain positive productive relationships with funders
- Facilitate the development and maintenance of strong collaborative working relationships with the community's external partners and stakeholders. Develop networks to help advance TNO's objectives
- Represent the agency at community events and other stakeholder activities and meetings
- Support and actively engage in TNO's community development principles and initiatives
- Manage and/or oversee program location(s) and site(s)

### **Qualifications and Experience Required**

- Undergraduate degree in social sciences, social service or a related field
- Master's degree in social sciences, social service or related field, or equivalent education and experience an asset
- At least five years' experience as a strong people leader with a successful track record of supervising staff in a client-oriented organization
- At least two years of experience working with clients at various levels in a community social agency/health environment
- In-depth knowledge of Settlement Programs and experience with financial and administrative processes
- Demonstrated experience in managing staff in a client-focused environment within a neighbourhood and community development framework
- Strong interpersonal skills and proven ability to build and maintain positive relationships with staff, peers, partners, and diverse community stakeholders
- Solid understanding of not-for-profit sector, its stakeholders, community programs and funding proposal procedures
- Proficient English language skills - both oral and in writing; additional language is an asset
- Demonstrated understanding the neighbourhoods and clients TNO serves, and of local community issues, priorities and needs including challenges facing newcomers to Canada
- Knowledge of overall coordination and integration of services to newcomers to Canada
- Experience working with and enforcing anti-oppression principles
- Proficient at developing quality reports and deliverables using PowerPoint, Excel, and Word

**Vaccination Requirement** – You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

**Screening** – As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

**Job Type:** Full-time contract position until December 31, 2024 with possibility of extension.

**Schedule:** Regular hours for 35 hours per week, and flexible between 8:30 AM to 8:00 PM. Some evening and weekend work will be required as decided by requirements.



**Benefits:**

- Employee Assistance Program (EAP)
- Free parking
- Social activities organized by the organization
- Public transportation nearby

**Application Process:** Please submit your resume and cover letter by email with “Application for Manager of Newcomer Support Services” in the subject line to [Recruitment@tno-toronto.org](mailto:Recruitment@tno-toronto.org) by **May 31, 2024**. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

*TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities, and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please let us know. We thank all applicants for their interest but only those selected for further consideration will be contacted.*