



THE YMCAs OF CAMBRIDGE & KITCHENER-WATERLOO
JOB OPPORTUNITY

EMPLOYED BY: Kitchener-Waterloo YMCA
SERVICE AREA: Community Services
POSITION: Director, Operations Immigrant Services
LOCATION: Kitchener-Waterloo
REPORTS TO: General Manager Immigrant Services
HOURS: Fixed Term Contract (One Year Contract, evenings & weekends as required)
BAND: \$20.60
START DATE: January 2014

FUNCTION: Provide overall leadership and direction to the Immigrant Services delivery system regarding operational issues ensuring all YMCA and Funder requirements are met. Note: Scope includes Cambridge and Kitchener-Waterloo

SPECIFIC RESPONSIBILITIES:

- Oversee the day-to day operations of the Immigrant Services program delivery
- Maintain a presence in Immigrant Services programming
- Support IS Supervisors and Staff in creating quality programs ensuring all contract standards and requirements are met
- Fulfill reporting requirements: monthly, quarterly and annual reconciliations and narrative reports
- Assume responsibility for hiring, training, supervising and evaluating supervisors
- Assist supervisors in creating and reviewing annual work plans for staff teams
- Provide support to supervisors in the selection process, supervision of staff and other related staff issues
- Function as the primary contact to the supervisory group to ensure consistent communication regarding daily operations, policy and procedures
- Function as the initial contact person for occurrences, concerns or critical situations ensuring required protocols are adhered to
- Establish and maintain a positive rapport with YMCA staff, funders, service agencies and key contacts in the community
- Assist GM and VP in creating annual financial plans
- Provide GM with regular program updates
- Attend workshops, trainings, conferences and staff meetings as necessary
- Assume other duties as assigned

QUALIFICATIONS:

- Completion of University degree in Social Services, Education, or equivalent
- 3 – 4 years of relevant work experience in the field of Immigrant Settlement, Social Services, Education or equivalent
- Reliable car and valid driver's license required
- Intermediate computer knowledge of Microsoft Office and Access
- Excellent oral and written communication skills
- Proven leadership and Interpersonal skills
- Maintain knowledge on Immigration legislation and trends
- Culturally sensitive
- Second language an asset
- Acceptable Police Check

COMPETENCIES REQUIRED:

Coaching and Development: Commits to assisting participants, volunteers and staff to learn and grow personally and professionally.

Outcome Thinking: Visualizes, understands and articulates outcomes while formulating strategies, plans and actions for achievement.

Communication: Communicates in a thorough, clear and timely manner to support information sharing.

Leadership: Guides, motivates and inspires others to take action towards desired outcomes.

Results Oriented: Possesses the ability to focus on the achievement of the desired goals.

Self-Management: Demonstrates the ability to be self-directed and self-motivated. Able to work independently with minimal supervision.

NOTE: This position requires a commitment to the YMCA mission and core values, as well as a commitment to building developmental assets in children and adults.

Send resume and cover letter to: recruitment@ckwymca.ca

Human Resources, YMCA Administration Offices,
460 Frederick Street, Suite 203, Kitchener ON N2H 2P5

Fax to: 519-576-6223

APPLICATION DEADLINE: Friday, November 8, 2013, 12:00 pm

The YMCAs of Cambridge & Kitchener-Waterloo complies with the Employment Standards Act, Pay Equity Legislation and the Human Rights Code. The YMCA is an Equal Opportunity Employer.

The YMCAs of Cambridge & Kitchener-Waterloo are committed to protecting personal information in keeping with privacy laws.

Please visit our web site at www.ymcacambbridgekw.ca

Only candidates under consideration will be contacted.