



Job Opportunity



YMCA Newcomer Services

Join the Y Newcomer Services Team!

Be the Spark! Join our passionate team and be the spark that ignites the potential in others. YMCA of Southwestern Ontario is one of the largest not-for-profit providers of licensed child care in Canada, offers settlement services to newcomers to Canada, operates 2 overnight camps and 16 Health & Fitness branches across Southwestern Ontario, and we have been making a positive difference in the communities we serve for over 50 years!

Position: Digital Transformation Coordinator, WE Value

Location: In Canada, Remote, preferred Southwestern Ontario for travel to Windsor

Start Date: ASAP

Salary: \$73,000 - \$82,000 CAD per year

Type: Full Time Contract (40hr/week) until March 31, 2024

As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities, and discounts on YMCA child care and camp programs
- 6 paid personal days per year plus 4 unpaid days
- Be part of a caring and supportive network of people to help each other succeed
- Complimentary access to wellness and counselling services

The Opportunity

The WE Value Partnership program began in 2018, piloting innovation in the newcomer settlement sector to foster improved service coordination and digital innovation through modern cloud-based Salesforce technologies. This has resulted in tools for front line staff, clients, and community partners from across the social determinants of health (SDH) who are working together to encourage streamlined processes that support newcomers to realize their potential. WE Value represents an ecosystem approach to settlement including service delivery, academic research, community engagement, technology, knowledge mobilization, and inter-disciplinary cross sectoral relationships. Through pan-Canadian collaborations WE Value aims to envision a sector that continues to build on innovation, human-centered design, and asset-based community development principles.



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Specific to this role, we are partnering with a newcomer settlement agency in Alberta and British Columbia, guided by a technology consultant, to develop and pilot multiple digital transformation tools tailored to the settlement sector. This will result in tools such as a digital solution inventory, digital maturity model, evaluation framework, service delivery blueprint, digital transformation roadmap among others to implement in our respective organizations and measure impact. Research and impact results will be share with the sector.

Let's bring together passion with purpose to empower your skills and contribute to positive change in the settlement sector through "Settlement Success, Together."

Learn more about the WE Value Partnership Program at www.wevalue.ca

In this role, you will:

- Create and manage a comprehensive project management plan, ensuring compliance of timelines and requirements to meet objectives
- Identify, analyze, and document current and future state processes such as functional, and non-functional requirements to promote continuous improvement on overall systems
- Lead development of relevant tools/documents in conjunction with consultants: transformation mission, journey maps (current and future state), value roadmaps, high-level target solution designs, target experiences, functional and nonfunctional specification documents, formal and informal plans, schedules and timelines (including technology adoption roadmaps), change enablement plans, stakeholder analysis, risk documentation and similar documents, tools, or materials. Please note, this will be in conjunction with a digital transformation consultant and supported by the overall team.
- Promote alignment with WE Value leadership on a shared vision, strategy, and goals to impact prioritization of roadmap items for technology and process development. Drive commitment and understanding regarding why the changes are coming, what they are, and how people will be impacted with value-based outcomes through facilitated conversations, presentations, and eliciting feedback to incorporate into plans
- Oversee and implement the development funnel supporting business requirement development, quality assurance testing, and training of the technology stack
- Build and maintain a strong relationships with partners, including the coordination and documentation of meetings, community events, and communication while ensuring clarity of roles (RACI), commitments, and milestones
- Develop and facilitate outreach presentations, focus groups, and stakeholder training sessions
- Support evaluation and documenting of milestones, events, and best practices
- Research, report writing, and provision of insight on strategic direction related to associated themes, best practices, service delivery methods, and funder requirements
- Explain and train front-line users on new technology solutions relevant to client management



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- Help to develop and maintain processes, procedures, standards, and tools (ex training materials, change management, technology assessments)
- Assist in managing and meeting budgetary objectives, making adjustments as necessary
- Make and manage all necessary arrangements associated with projects including purchasing of materials and supplies, payments, recruitment of presenters etc.
- Perform risk management to minimize project risks using RAID strategies
- Use and continually develop leadership skills
- Conduct project post-mortems in order to identify areas for improvement; make recommendations based on findings
- Conduct meetings to gather feedback, assign tasks, and coordinate project activities
- Assess impacts of implementation across multiple dimensions, including people, processes, systems, culture, and organization
- Perform other administrative and leadership duties as assigned
- Develop subject matter expertise related to the immigration, newcomer, and settlement sector topics
- Be committed to diversity, equity, inclusion and building a sense of belonging
- Embrace and exemplify the Y's core values

Education and Skills Qualifications:

- Post-Secondary Degree in related field such as Digital Transformation, Engineering, Business Administration, Computer Science, or similar
- PMP and Change Management certification, or similar preferred but not required
- At least 2 years in a similar role
- Previous experience managing large scale projects (an asset)
- Previous experience working within the Settlement Sector (an asset)
- Proficiency in Microsoft Office and familiar or willing to learn using a database such as **Salesforce**
- Proficiency in using online / remote work tools and resources including MS Teams, Google Meet, ZOOM, etc.
- Experience in data management tools and report writing
- Demonstrated understanding and sensitivity towards the challenges facing immigrant newcomers
- Advanced time management and analytical skills
- Excellent written and verbal communication skills
- Familiar with elicitation of requirements, processes, functional and non-functional requirements
- Solid organizational skills including attention to detail
- Familiar with project management tools such as JIRA, ClickUp, Asana, Trello etc.
- Ability to manage multiple projects & priorities and a willingness to provide direct project management support if/when required.
- Must provide a current Criminal Record Check as per the Association's policy
- Legally entitled to work in Canada



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Why The Y?

The YMCA of Southwestern Ontario is committed to the development of healthy communities and welcomes people of all backgrounds, beliefs, and abilities. We are committed to helping our employees reach their full potential and are recognized by Forbes as one of Canada's Top Employers. We offer meaningful employment and the opportunity to make a difference in the lives of individuals and families.



To Apply:

- Submit your cover letter, resume, and supporting documents via email to matthew.dunlop@swo.ymca.ca. The job posting deadline closes at midnight on **September 18th 2023**
- Include in your submission your specialized experience, and why you are the best candidate for this role. Please include the name of the position and location in your application.
- We thank all applicants for their interest; however only those selected for an interview will be contacted.

NOTE: The YMCA of Southwestern Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.