



# 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: Program Manager, WE Value Partnership

**Location:** Hybrid occasionally in person at 500 Victoria Ave Windsor Ontario and remote required

**Start Date:** ASAP

**Salary:** \$63-70,000 per year CAD

**Type:** Full Time Contract until March 31, 2024 with possibility for renewal

#### 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 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, 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.

**In this role, you will:**



# Job Opportunity

- **Program Oversight:** Coordinate and oversee all aspects of the WE Value Partnership, ensuring the effective management of multiple projects and initiatives.
- **Strategic Reporting:** Regularly report on program progress in accordance with established schedules and strategic priorities.
- **Budget Management:** Responsible for managing budgets, optimizing resource allocation, and ensuring financial compliance.
- **Staff Leadership:** Lead a team of project coordinators and potentially other project-specific staff, providing guidance, direction, and support.
- **Contract Management:** Oversee and hold accountability for external consultant contracts, including community engagement consultants, technology implementation partners, evaluation consultants, and more.
- **Collaborative Engagement:** Work closely with cross-functional teams, fostering collaboration, knowledge sharing, and alignment to achieve program goals.
- **Innovative Initiatives:** Drive the design, execution, and continuous improvement of community and technology-driven projects that support newcomers' integration and well-being.
- **Strategic Vision:** Contribute to the development and execution of the program's strategic vision in alignment with organizational and funder objectives.
- **Quality Enhancement:** Elevate the quality of YMCA Newcomer and Community Services by ensuring successful project delivery, meeting complex deliverables, and achieving intended outcomes.

## More specifically:

- Create and manage a comprehensive program management plan, ensuring compliance of timelines and requirements
- Build and maintain a strong rapport with program partners, to include the coordination and documentation of meetings, community events and communication while ensuring clarity of roles, commitments, and milestones
- Research, report writing, guide creation, and provision of insight on the project's strategic direction related to associated themes, best practices, service delivery methods and funder requirements including proposals and submissions for new projects
- Manage relationships including contracts and agreements for project consultants, subscribers, and licenses of program assets across Canada
- Liaise with a wide range of community partners and stakeholders
- Promote the Program widely across Windsor-Essex and Canada in line with project objectives, directives, and organizational policies
- Explain and train front-line users on new technology solutions relevant to client management, including automation, artificial intelligence, referral tracking, and reporting
- Assist with the creation of training materials and best practices in change management for organizations adopting new technologies.
- Develop and facilitate outreach presentations, focus groups, and stakeholder training sessions
- Support annual project evaluation and documenting the project milestones, events, and best practices
- Assist in managing and meeting budgetary objectives, making adjustments as necessary
- Make and manage all necessary arrangements associated with the project including purchasing of materials and supplies, payments, recruitment of presenters etc.



# Job Opportunity

- Perform risk management to minimize project risks
- Use and continually develop leadership skills
- Support business requirement development, quality assurance testing, declarative management of our Salesforce instance
- Conduct project postmortems in order to identify areas for improvement; implement recommendations based on findings
- Conduct meetings to gather feedback, assign tasks, and coordinate project activities
- Answer all inquiries about the program and respond in a very effective manner
- Perform other administrative duties as assigned
- Be committed to diversity, equity, inclusion and building a sense of belonging
- Embrace and exemplify the Y's core values

## Education and Skills Qualifications:

- 3 or more years working in related experience
- Post-Secondary Degree
- Previous experience working managing large scale projects (an asset)
- Previous experience working within the Settlement Sector (an asset)
- Proficiency in Microsoft Office and
- Familiar with using a database such as Salesforce
- Proficiency in using online / remote work tools and resources including MS Teams, Google Meet, ZOOM, etc.
- Proficiency and experience in data management 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
- Solid organizational skills including attention to detail
- Familiar with project management tools such as ClickUp, Asana, Trello
- Must provide a current Criminal Record Check as per the Association's policy
- Legally entitled to work in Canada

## 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:



# Job Opportunity

- Submit your cover letter, resume, and supporting documents via email to: [matthew.dunlop@swo.ymca.ca](mailto:matthew.dunlop@swo.ymca.ca). The job posting deadline closes at midnight on **September 18<sup>th</sup> 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.