

**NATIONAL CAPITAL REGION YMCA-YWCA
POSITION VACANCY
EMPLOYMENT, ENTERPRISE AND NEWCOMER SERVICES**

POSITION: Director, Newcomer Services

PLACEMENT: Immediate

SITUATION: 1 Vacancy

The National Capital Region YMCA-YWCA is a charitable association dedicated to improving the quality of life for children, youth, adults and families through programs that build Spirit, Mind and Body. The National Capital Region YMCA-YWCA provides opportunities for personal growth and character development by providing unique and contemporary programs for everyone regardless of race, religion, creed, ability or economic circumstance. In order to achieve our mission and vision we provide services in seven core areas: Health, Fitness and Recreation, Child Care, Enterprise, Employment and Newcomer Services, Education and Training, Day Camping/Outdoor Education, Residence Camping and Short-term Residential Services. Today our Y serves more than 75,000 individuals from all walks of life in more than 35 locations across three municipalities.

NATURE AND SCOPE:

The Y's Language Assessment & Resource Centre (LARC), and Newcomer Information Centre (NIC) provides language assessment, resources, information and referral services to newcomers. The Director is responsible for the overall leadership and on-site operations of both LARC and NIC Centres in order to achieve program goals and outcomes. To meet the Y's Mission, Vision and Values, the Director will ensure excellent customer service, responsible fiscal and human resources management, community leadership and achievement of all strategic outcomes.

Some of the tasks of this position include:

- Input into the establishment of a human resources plan for the Centre
- Provide leadership to staff in order to meet the strategic goals of Employment, Enterprise and Newcomer Services as well as the specific program requirements
- Set and monitor annual work plans for staff
- Ensure that high standards of service delivery and that all contractual obligations are met and exceeded for both Centres
- Provide support and direction in complex situations
- Ensure adherence to the licensing requirement attached to the use of standardized tests
- Ensure the NIC provides relevant, current and accurate Settlement Information to Newcomers and Community Partners
- Ensure that data is gathered to provide timely statistical information regarding services, gaps and trends
- Ensure clear communications regarding scheduling and announcements of events hosted at either Center (Language and Referral Centre (LARC) and/or with/at the Newcomer Information Centre (NIC) work in partnership
- Develop, implement, monitor and evaluate procedures for operating the LARC and NIC within the guidelines set by the Association policy and contractual obligations.
- Represent the Centres within the Y organization to clients, stakeholders and to the community.
- Demonstrate a commitment to Y values of caring, respect, honesty and responsibility within the work environment
- Administer assessments in English and/or French to clients as needed, this includes meeting eligibility criteria set forth by Centre for Canadian Language Benchmark (CCLB)
- Maintain certification in CLBA and BTC-NCLC assessment tools

CORE COMPETENCIES:

ORGANIZATIONAL AWARENESS AND UNDERSTANDING: Demonstrates and promotes a personal understanding of and appreciation for the vision, mission and values of the National Capital Region YMCA-YWCA.

LEADERSHIP: Ability to direct and develop the performance of others to achieve desired results.

INITIATIVE, ENTHUSIASM AND INNOVATION: Ability to manage and lead in order to achieve and exceed identified goals.

PLANNING AND ORGANIZATION: Ability to establish a clearly defined and effective course of action for self and others to accomplish short and long term work goals.

PROBLEM SOLVING: Ability to identify an issue, gather and process relevant information, determine possible solutions, select appropriate responses and implement and evaluate them.

COMMUNICATION AND INTERPERSONAL SKILLS: Ability to speak, write, listen and secure information in a variety of settings. Ability to cooperate with others to achieve results. Ability to create and build relationships inside and outside the organization.

QUALIFICATIONS:

- **Fluent** in English and French oral and written
- Post secondary education or equivalent in a related field
- Demonstrated 3-5 years program management experience and leadership
- Expertise in an ESL and FSL or related second language acquisition program area
- Experience within the Settlement Sector including knowledge of community partners, programs and services
- Previous experience in a multicultural environment
- Ability to negotiate and work with a variety of stakeholders
- Superior skills in problem solving, negotiation, meeting deadlines, organization and multi-tasking
- Applicant must have successfully completed a one-year ESL program recognized by TESL Canada with a minimum of a 100 hour practicum or post-secondary degree in linguistics, modern languages, English/ French or hold a provincial teaching certificate in English, French, heritage languages or ESL/FLS
- Must meet the criteria identified by the Centre for Canadian Language Benchmarks (CCLB) for training in the CLBA – www.language.ca
- Must meet the criteria set forth by Niveaux de compétence linguistique canadiens -NCLC to become a BTC-NCLC Assessor. www.langauge.ca
- Demonstrated proficiency in MS Office Suite

REQUIREMENTS:

Completion of a Criminal Reference Check (completed at time of hiring)

CLOSING DATE: February 2nd, 2012

All internal applicants must inform their supervisor of their intention to apply for the position. Applications must be submitted to the National Capital Region YMCA-YWCA Human Resource Services, 180 Argyle Avenue, Ottawa, K2P 1B7, fax 613-788-5051.

Thank you for your interest. Only those selected for an interview will be contacted.

The National Capital Region YMCA-YWCA is committed to being an Anti-Racist Association. We believe all people have the right to live free from discrimination or harassment of any kind.

We Build Strong Kids... Strong Families... Strong Communities.