



**Ottawa Community Immigrant Services Organization**  
Organisme Communautaire des Services aux Immigrants d'Ottawa

## **INTERNAL/EXTERNAL OCISO JOB POSTING**

**Position:** Multicultural Liaison Officer (MLO) Program Manager  
**Term:** Full-time – 35 hours per week (July 2018 – Indefinite)  
**Reports to:** Executive Director

### **About OCISO**

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

### **Position Summary**

The MLO Program provides a wide range of services to facilitate the settlement and integration of immigrant and refugee families into Ottawa schools and community. The Program Manager is responsible for the overall leadership and operation of the program, including fiscal and human resource management in accordance with the overall vision and strategic direction of OCISO. Other important aspects of the role include maintaining stakeholder relations and offering leadership to various community initiatives in support of the integration of newcomer youth and families into the community.

### **Main Responsibilities:**

- Responsible for the program's fiscal and human resources management and implementation of OCISO's policies and procedures.
- Pursue program partnerships and funding opportunities consistent with community requirements.
- Control and monitor the program budget, ensuring activities comply with funder and organizational policies.
- Identify and monitor changes in client demographics and complexities at the service provision level and adjust programming to respond to those changes.
- Ensure program data is properly gathered and funder reporting requirements are met.
- Maintain excellent working relationships with partners, funders, and the broader community.
- Demonstrate a commitment to OCISO's culture of respect management approach and anti-racism / anti-oppression policy within the work environment and in the community.

### **Qualifications:**

- Master's degree in a social science or administration, or a combination of a Bachelor's degree and at least three (3) years of experience in program management and team supervision.
- Significant experience in program development, delivery and evaluation, preferably in a community-based setting.
- Proven ability to work effectively in a multi-disciplinary and multicultural team environment and the ability to supervise and motivate team members.
- Effective interpersonal, cross-cultural communication, negotiation, public relations and group facilitation skills.

- Highly developed verbal and written communication skills, with an ability to communicate effectively with a broad range of stakeholders.
- Knowledge and experience with mainstream computer applications and database software.

**Salary & Benefits:** \$59,000 – \$65,000. Comprehensive benefits plan including health, dental, an RRSP plan and a generous leave entitlement.

**Application Deadline:** July 17, 2018 by 5:00 p.m.

**Application Process:**

Please send a cover letter and a resume to Halimah Shaw, H.R. Administrator at [hr@ociso.org](mailto:hr@ociso.org).

*We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Aboriginal peoples, and persons with disabilities.*

*OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the H.R. Administrator upon scheduling your interview.*