



DIVERSE*city*
community resources society

Everyone Belongs Here

Executive Brief | September 2022
**Director of Employment and
Skills Development Programs**



● THE OPPORTUNITY — DIRECTOR OF EMPLOYMENT AND SKILLS DEVELOPMENT

DIVERSEcity Community Resources Society is seeking a talented non-profit leader for the role of Director of Employment and Skills Development. With a seat at the leadership table, the Director of Employment and Skills Development will lead transformational change within the organization's operational accounting functions and be the trusted advisor to the COO and Senior Leadership Team on all matters financial.

The ideal candidate brings an entrepreneurial spirit, experience in government funding programs, strategic business sense with a hands-on service orientation, and the ability to influence and inspire teams, colleagues and stakeholders through highly effective communications.

● THE ORGANIZATION

DIVERSEcity Community Resources Society is a registered charity and non-profit social services organization with a 42+ year history in British Columbia offering a wide range of services and programs to newcomers and other diverse communities to build the life they want in Canada.

At DIVERSEcity, our free, multilingual programs and services in settlement, language, employment, community engagement and mental health provide them with information, skills and connections for their journey toward success and belonging.

Our social enterprises — DIVERSEcity Interpretation and Translation Services, DIVERSEcity Skills Training Centre and our Language Testing Services — support this work, too.

DIVERSEcity was the first immigrant-serving organization in the city, and currently has three campuses that have become an integral part of the community's social services fabric. Today, DIVERSEcity's commitment to building a strong community where all newcomers and citizens can thrive is stronger than ever in the face of the complex challenges we're facing as a country — from the pandemic to combatting systemic racism to Indigenous reconciliation.

As a community leader, DIVERSEcity is committed to do our part to address systemic inequities in our society and developing and delivering innovative services with successful outcomes for newcomers, employers and communities alike.

For more information about DIVERSEcity, go to dcrs.ca.



HELPING NEWCOMERS AND OTHER DIVERSE COMMUNITIES FIND SUCCESS AND BELONGING

OUR HISTORY

- DIVERSEcity is a mature, seasoned organization with a **longstanding relationship with our funders, partners and stakeholders.**
- Our 42+ year history as Surrey’s first immigrant settlement organization gives us the advantage of offering holistic, full **wraparound support services** to provide individuals the services they need.
- When the COVID-19 pandemic hit, we pivoted to offer virtual services in everything from settlement to employment, recognizing that our clients need our support more than ever before. We now offer hybrid services, with both in-person and virtual options.

OUR MISSION

To inspire belonging in a strong integrated community by empowering newcomers to Canada.

OUR VALUES

- GROWTH
- RESPECT
- INTEGRITY
- COMPASSION

OUR STRATEGIC OBJECTIVES

PEOPLE AND CULTURE
Create an organization that fosters a culture of empowerment and resilience.

INNOVATION
Find new ways to operate in order to increase efficiency and enhance service delivery.

PROFILE
Create awareness of our mission both internally and in the community.

GROWTH
Focus on meaningful and intentional growth that aligns with our values.



Read our latest Annual Report online at dcrs.ca/about-us/our-story



LEADERSHIP & GOVERNANCE

- We pride ourselves on our **strong governance**, low-risk management model, and policies and procedures to ensure a safe and supportive client experience every time.
- We have a continuous improvement approach that looks for **best practices** to deliver settlement services, such as our Integrated Needs and Solutions Client Assessment Intake Tool.
- We have a proven ability to provide **measurable outcomes with supporting data**.
- We were selected by the Government of BC as one of the five Refugee Response Teams during Operation Syrian Refugee (Fraser Valley). Now we're embarking on one of the new Refugee Readiness Teams (South Fraser) in response to current needs.
- We are the contract holder for the **Surrey Local Immigration Partnership (LIP)**, which further positions our leadership in immigration services in the city.

THE PEOPLE & EXPERTISE

- The **dedicated and resilient people** in our organization from our front-line settlement workers to our management — most of whom are immigrants or racialized Canadians with lived experiences to share — are the reason behind our strength in delivering results.
- We have a longstanding focus on supporting different types of newcomers, particularly **underserved and vulnerable populations**. We have honed our skills to meet the needs of those who need the most support such as refugees and pre-literacy newcomers.
- We also scale our services to support **skilled immigrants** and those ready to integrate quickly.
- We have a highly trained team of **settlement workers, employment specialists and language instructors** — a majority of whom are successfully integrated immigrants. They've experienced the newcomer journey and serve not only as advisors but role models to our clients based on their own lived experiences.
- We also have specialized team of settlement workers who provide trauma-informed personalized case management approach for **multi-barriered immigrants and refugees** through a culturally appropriate lens.
- We have **mental health, substance use, violence prevention and clinical counsellors** who deliver trauma-informed counselling services and supports in first languages — a specialized service that DIVERSEcity is uniquely qualified to provide.
- Further, we connect clients to health, government, school and justice supports through our social enterprise, **DIVERSEcity Interpretation & Translation Services**, the largest interpretation and translation provider in the Lower Mainland in 88+ languages.





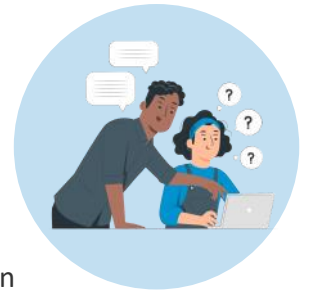
● INNOVATIVE PROGRAMS



We have **settlement and integration** programs for immigrants and refugees of all ethnicities, ages and stages: adults, families, parents, children, youth, seniors and LGBTQ+. These include one-on-one support services, family supports, and group workshops and activities. Additionally, we offer specialized case management for refugees and immigrants dealing with trauma and multiple barriers.

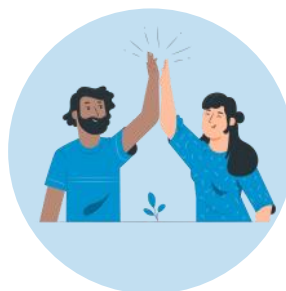
Our Community Connections programs, such as our Volunteer Program, Community Kitchens and Community Gardens, and Citizenship Preparation and Civic Engagement programs, promote **a sense of belonging, understanding and connection to Canada** and the local community.

Our **language and literacy programs, including LINC**, help immigrants and refugees gain the English skills they need to move their settlement journey forward.



Our **employment and self-employment programs** help immigrants, refugees, refugee claimants, temporary residents as well as youth gain skills, find gainful employment or start up a business, ensuring quicker integration and contribution to the Canadian economy.

Newcomers often deal with trauma and mental health issues as part of their resettlement. We can support the whole person with our trauma-informed, culturally safe **mental health, substance use and violence prevention services**. These services are based on a DIVERSEcity-developed framework called Roots of Safety, in which we train other service providers as well.



We have the ability to support higher levels of settlement and integration through our **social enterprises**, DIVERSEcity Interpretation & Translation Services, DIVERSEcity Skills Training Centre, and our Language Testing Services (CELPIP/CAEL) for permanent resident applications, citizenship applications and post-secondary requirements.

Our **collaborative approach to referrals** to government and community services ensures our newcomer clients access the most relevant programs and services with the best possible outcomes for their integration.



ABOUT SURREY, BRITISH COLUMBIA

Surrey is one of Canada's fastest-growing cities

With a current population of 568,322, Surrey is a dynamic community poised for continued growth in its population, economy and labour market.

Our services are focused on Surrey and surrounding communities such as Langley, Delta and White Rock.

As a municipality, Surrey experienced a significant immigrant population increase (17.2%) between 2011 and 2016), notably higher than Metro Vancouver's level.

Between 2016 and 2021, population growth in Surrey grew another 9.7%. This is the highest growth rate of any municipalities in BC.

(Sources: Census 2016 and 2021)

Surrey is also the planned home of the Pacific Economic Development Canada, the new federal regional economic development agency for BC.

We are also the contract holder for the Surrey Local Immigration Partnership (LIP) and have longstanding partnerships with the local community, chambers of commerce, employers and labour councils.

220,155

immigrants in Surrey

48,560

immigrants in Surrey are 15–34 years

43%

immigrant population in Surrey

87%

of Surrey immigrants are a visible minority (South Asian, Chinese, Filipino and Arabic are the highest demographics)

Source: Census 2016

DIVERSEcity Community Resources Society recognizes that our work takes place on the ancestral, traditional and unceded territories of the SEMYOME (Semiahmoo), ᑕᑎᑎᑦᑎᑦ (Katzie), kʷikʷəłəm (Kwkwetlem), ᑕᑦᑎᑦᑎᑦ (Kwantlen), qiqéyt (Qayqayt), xʷməθkʷəy̓əm (Musqueam) and s̓c̓ əwəθən məsteyəxʷ (Tsawwassen) First Nations. The knowledge, traditions and ongoing contributions of these communities are significant in providing context to the work we do, and DIVERSEcity recognizes the importance that reconciliation has in building truly inclusive and strong communities.

● JOB DESCRIPTION

Director of Employment and Skills Development DIVERSEcity Community Resources Society

PURPOSE OF THE JOB

Reporting to the Chief Operating Officer, the Director of Employment and Skills Development Programs is responsible for the overall development and management of funded programs within the Employment Services, Language and Enterprise Development department. Primary responsibilities include overseeing the following activities: assessment of program needs, program planning and implementation, direct program management, strategic planning, preparation of funding proposals for new and existing contracts, and overseeing contract reporting requirements.

1.0 SPECIFIC RESPONSIBILITIES AND AUTHORITIES

1.1 Contract Management

- Responsible for the management of funded contracts in the Employment Services, Language and Enterprise Development department.
- Leads new proposal development, procurement process, and contract negotiations.
- Ensures that all contract deliverables and reporting requirements are being met.
- Approves all written submissions to funders.
- Negotiates funding contracts and facilitates the contracting process.
- Responsible for monitoring, and when necessary, coaching, all negotiations carried out by leadership team.
- Responsible for identifying and developing new growth opportunities and directing activities to attract new business, expand program reach and increase capacity.
- Responsible for identifying and contacting potential partners and customers for our department services through networking and marketing methods.
- Ensures financial stability and sustainability of all programs in the department and effectively monitors the contributions towards administration, rent coverage, and management hours.

1.2 Strategic Planning

- Actively engages in strategic planning processes with funded programs.
- Ensures that program development initiatives are congruent with DIVERSEcity's strategic plan, and the department's short-term plan.

1.3 Service Quality

- Working with the department's leadership team, engages in the development of quality assurance systems and evaluation procedures as they apply to funded programs, including client feedback, program evaluation, and assessment of needs.
- Responsible for DIVERSEcity's PQI processes as it pertains to the department.
- Conducts ongoing assessment of community needs and funding trends as it pertains to the department.

1.4 Business Development

- Collaborates with department's leadership team to plan, develop and implement new programs, projects, and policies.
- Keeps well informed about the socio/economic/political climate as it applies to issues of concern to the organization.
- Responsible for the preparation and submission of program/project proposals in response to Requests for Proposals for repeat and new funding opportunities.



● JOB DESCRIPTION (CONTINUED)

Director of Employment and Skills Development DIVERSEcity Community Resources Society

- Liaises with program funders regarding operations and ongoing planning and evaluation.
- Ensures that assigned programs are current, innovative, and meet the needs and mandate of DIVERSEcity's mission statement.
- Keeps current with information about all funding sources and ensures the dissemination of this information to the relevant leadership team members.
- Attends necessary community, government and agency meetings and eventually takes a leadership role at these tables/committees.

1.5 Risk Management

- Provides their best advice to the Chief Operating Officer on all matters relating to their areas of oversight and in alignment with the organization's mission and values.
- Is active in risk reduction and management on a daily basis.

1.6 People & Culture

- Hiring, supervising, coaching and mentoring senior managers and managers to develop high performing teams with a growth and accountability mindset.
- Builds and promotes a people & culture- centric workplace in collaboration with the Director of People & Culture.
- Ensures communication within the teams is transparent and is consistent with the agency's values and fosters team building and opportunities to learn.
- Plans and executes team building; one on one support; trainings for continual team development.
- Collaborates with the Director of People & Culture and the Chief Operating Officer to develop a framework for Leadership Team meetings to communicate key information, develop/mentor managers and convey collective information for decision making.

1.7 Relationship building/partnerships

- Develops and builds relationships internally and externally to support or enhance the work of the department (e.g., between internal programs, senior managers and managers, departments, other organizations, post-secondary institutions, industry partners, various levels of government, etc.)
- Represents DIVERSEcity positively and professionally in the community, participates as a board member on strategic sector organizations
- Actively engages on external committees, advisory groups, and relevant networks to be informed and updated on emerging issues, new/alternative-funding opportunities and to advocate on behalf of immigrants to help address service gaps in the community.
- Collaborates with the Director of People & Culture and the Chief Financial Officer to develop a framework for Leadership Team meetings to communicate key information, develop/mentor managers and convey collective information for decision making.



● JOB DESCRIPTION (CONTINUED)

Director of Employment and Skills Development DIVERSEcity Community Resources Society

2.0 RELATIONSHIP

- Member of DIVERSEcity's Senior Leadership Team.

3.0 REPORTING

- Reports directly to the Chief Operating Officer
- Keeps the Chief Operating Officer informed about developments of importance.
- Prepares reports to the Board of Directors on a quarterly basis.
- Provides reports to funders, and Chief Operating Officer as required.

4.0 SUMMARY OF KEY DELIVERABLES/ACCOUNTABILITIES

- Fulfill contract requirement as outlined by funders i.e. federal, provincial, municipal and financial institutions
- Increase program budgets annually 10% or more as per strategic plan
- Ensure a robust team development program, inclusive of proposal and grant writing, performance management, creating a healthy workplace by ensuring team mindset that values the need for work/life balance
- Community engagement, ensure that we incorporate an equity centered design through stakeholder engagement to inform future partnerships and program development
- Adhere to our strategic objectives measurable and results-based targets to be achieved in support of our vision in the following areas
 - People and Culture: Create an organization that fosters a culture of empowerment and resilience.
 - Innovation: Find new ways to operate in order to increase efficiency and enhance service delivery.
 - Profile: Create awareness of our mission both internally and in the community.
 - Growth: Focus on meaningful and intentional growth that aligns with our values.

5.0 QUALIFICATIONS

- University degree in social sciences and/or combination of relevant post-secondary training and experience.
- 10+ years in program and business development as well as and project management in a community-based non-profit setting.
- Proven proposal writing skills, and intermediate/advanced knowledge of federal and provincial funding processes.
- Knowledge of federal, provincial funding programs and alternate funding sources.
- Familiarity with community resources and organizations in the lower mainland.
- Proven problem-solving abilities, adaptable, and exercises good judgment.
- Proven ability to manage time and multiple priorities; works well under pressure.
- Proven project management and administration skills, including personnel and financial management.
- Thorough understanding of business planning, change management and performance execution to meet and exceed milestones and KPIs
- Excellent oral and written communication skills along with effective collaboration skills.



● JOB DESCRIPTION (CONTINUED)

Director of Employment and Skills Development DIVERSEcity Community Resources Society

- Ability to act as a coach and mentor to all levels of staff and management.
- Ability to work independently and as a member of a multidisciplinary team.
- Excellent problem-solving ability, discretion and judgment and ability to work under pressure and timelines.
- Demonstrated cross-cultural experience and/or knowledge of immigrant settlement and integration issues.
- Computer literacy in MS Word, MS Excel, E-mail and internet applications.
- Affiliation to appropriate professional associations an asset

HOW TO APPLY

Please send your resume and well-crafted cover letter detailing your interest and fit for this role to: recruitment@dcrs.ca or contact:

Aman Hans

Talent Acquisition Specialist (Recruiter)
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Praneet Sandhu

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