



## Senior Manager Language Training and Childcare Development Calgary, Alberta

### Our Client

The Calgary Immigrant Educational Society (CIES) is a non-profit charitable organization that has been serving Calgary for almost 30 years. With over 130 staff, 160 volunteers and students from different nationalities, they have become an integral part of Calgary's immigrant-serving community and continue to strive to give newcomers and low-income Canadians the opportunities to find their rightful place in our city.

Since 1988, CIES has grown from a small volunteer-led initiative, led by the Founder, to a 130+ staff organization with two locations in Calgary. Devoted to assisting immigrants and low-income Canadians through various levels of language, employment training, computer, accounting, and settlement programming, CIES has provided tens of millions of dollars' worth of service to over 250,000 people in its 29-year history. Today, CIES assists over 1,200 students on a weekly basis, opening six days a week, with programs in-house and online.

### The Opportunity

Reporting to the Chief Executive Officer (CEO), the Senior Manager, Language Training and Childcare Development will be responsible for the operational success of the '*Language Instruction for Newcomers to Canada*' (LINC), '*Care for Newcomer Children*,' (CNC) and Drop-In ESL services, ensuring seamless team management and development, program delivery, and quality control and evaluation.

In this newly established role, the Senior Manager, Language Training and Childcare Development will manage all aspects of the ongoing program including fund development, planning, organizing, staffing, and leading program activities.

They will be responsible for a staff of about 80 people and 160 volunteers, reporting through three managers and three supervisors.

As a not-for-profit organization, which relies on the support of their donors, this position is a one-year contract that is reviewed, and potentially renewed, annually on March 31<sup>st</sup>.



### Language Instruction for Newcomers to Canada (LINC)

LINC has been an integral program at CIES since 1992. LINC is a free of charge program providing a uniform quality of English language training for landed immigrants and refugees. Qualified instructors offer English instruction (in reading, writing, listening and speaking) to small groups of students as well as providing training about essential skills, life skills and cultural awareness about Canada.

### Care for Newcomer Children (CNC)

CIES has offered its Care for Newcomer Children program, also known as Childminding, since 2003. The service is free of charge for CIES' LINC and Employment Skills Training students' children between 19 months and 6 years of age. Their CNC program provides activities that are age appropriate for the participating children. Childminding supports the settlement of children who are new to Canada.

### Drop in ESL, and Literacy and Basic English

Drop-In ESL offers three different levels of classes (pre-basic, basic and intermediate/advanced), designed for those who have to fit classes around family needs or work schedules and for those who are not eligible for LINC because of their status as Canadian citizens or Work Visas.

Literacy and Basic English is specifically designed to help adult immigrants who have low to non-literate language skills, acquire the basic essentials required for learning English.

## Responsibilities

The key aspects of this role will be: to oversee the LINC, CNC and Drop-In ESL departments; review and write proposals and reports; communications and public relations; and, program staffing.

Based in Calgary, this position will be responsible for, but not limited, to the following.

### **Staffing**

- In consultation with the Chief Executive Officer and Human Resources, recruit, interview and select well-qualified program staff who fit the culture of the CIES.
- Establish and implement a performance management process for all LINC, CNC and Drop-In ESL Department staff.
- Engage volunteers for appropriate program activities using established volunteer management practices.



## **Fund Development**

- Collaborate with the Chief Executive Officer to create a fund development plan which increases revenues to support the strategic direction of the CIES.
- Develop funding proposals to ensure the continuous delivery of services.
- Monitor and evaluate fund development activities to ensure that the funding goals are being achieved.
- Monitor trends in the community or region and adapt funding strategies as necessary.

## **Leading**

- Ensure all LINC, CNC and Drop-In ESL department staff members receive appropriate orientation and training in accordance within CIES standards.
- Oversee the Department's staff by providing direction, input and feedback.
- Communicate with students, donors and other stakeholders to gain community support for the LINC, CNC and Drop-In ESL departments and to solicit input to improve the program.
- Liaise with other CIES managers to ensure effective and efficient program delivery.
- Coordinate the delivery of services among different program activities to increase effectiveness and efficiency.

## **Planning**

- Plan the delivery of the overall LINC, CNC and Drop-In ESL departments and its activities in accordance with the mission and the goals of the organization.
- In consultation with the CEO and other Managers, develop new initiatives to support the strategic direction of the organization.
- Develop and implement long-term goals and objectives to achieve the successful outcome of the departments.
- Develop a program evaluation framework to assess the strengths of the LINC, CNC and Drop-In ESL departments and to identify areas for improvement.

## **Organizing**

- Ensure that departments' activities operate within the policies and procedures of the funder and CIES.
- Ensure that activities comply with all relevant legislation and professional standards.
- Develop and update forms and records to document program activities.
- Oversee the collection and maintenance of records on the clients for statistical purposes, in accordance with confidentiality/privacy policies.
- Report monthly, quarterly and/or annually to the appropriate donors to ensure compliance with their funding requirements.



## Candidate Profile

As the ideal candidate, your background includes:

- a minimum of a Bachelor's degree in a related field (a Master's degree or higher would be an asset);
- a minimum of 5 years in a leadership role with an established program management and fund development experience;
- exceptional written and verbal communication skills, with a demonstrated success in proposal writing;
- strong communication and advocacy skills across all mediums, as well as strong relationship management skills;
- demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs;
- the ability to connect and work effectively with business and community leaders, volunteers, donors and other stakeholders; and,
- a strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.

## Additional Information

For additional information please contact the undersigned and/or forward your cover letter and résumé, **quoting Project #3027**, to:

Tomoya Ouchi, RPR  
Executive Search Consultant  
Cenera Inc.  
Calgary, AB

Phone: 403.294.3784  
Toll Free: 1.800.387.8797  
Email: [opportunities@cenera.ca](mailto:opportunities@cenera.ca)

E-mail responses are preferred so as they can be electronically added to our database. By applying to the position of Senior Manager, Language Training and Childcare Development, you are providing us with permission to review your résumé and to share your background with this specific client only. In relation to future Searches, we assure you that the information you provide will be treated in the strictest confidence. We would like to retain your résumé in our database and would contact you when other opportunities arise.