



**Employment Opportunity**  
**Director**  
**Employment, Language, and Social Enterprise**  
**Vancouver, Boundary Location**



MOSAIC is seeking an experienced, energetic, and passionate team leader to help drive the strategic vision of the organization in the role of Director of one of its key departments – Employment, Language, and Social Enterprise.

**ABOUT THE ORGANIZATION:**

MOSAIC is one of Canada’s largest Settlement and Employment Service Providers with 45 years of experience helping newcomers as they build their lives in Canada. Our mission is to enrich communities through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds. MOSAIC runs over 38 programs and services that support and engage clients at 51 accessible locations in the Greater Vancouver and the Lower Mainland. Our diverse, 300+ staff is committed to driving our mission and upholding our values of excellence, innovation, inclusion, commitment, and integrity. These values serve as our guide for how we engage with clients, communities, partners, funders, staff, and volunteers.

We take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We have been recognized in the [2020 list of Best Workplaces Managed by Women](#) and the [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities.



## **ABOUT THE DEPARTMENT:**

The [Employment](#), [Language](#), and [Social Enterprise](#) department offers free employment and language services as well as for-fee services through its “Social Enterprise for Good.” Employment Services include WorkBC and Non-WorkBC employment programs that help bridge the skills or training gaps of eligible British Columbians and newcomers to BC seeking employment. Language programs include Language Instruction for Newcomers to Canada (LINC) and childcare for families in LINC programs. For-fee Social Enterprise services include Assessment (IELTS, and CLBPT), Training (Diversity and Inclusion, ESL classes, and Workplace Essentials), and Interpretation and Translation. The revenue generated from our for-fee services is reinvested to create additional programming to meet the needs of the clients we serve.

## **ABOUT THE POSITION:**

The **Director** of Employment, Language, and Social Enterprise, oversees and provides leadership to Employment, Language, and Social Enterprise services and programs, and is accountable for achieving stated outcomes in alignment with MOSAIC’s strategic plan, policies, and priorities. This position is also responsible for identifying and obtaining new sources of funding to develop new programs and service-delivery approaches to meet the evolving needs of newcomers. The Director plays a leadership role with our funders, partners, and stakeholders in the public, private, and community sectors. As part of the Executive Leadership Team, the director is a key partner in the overall strategic direction of the organization through active participation in the development and implementation of strategic goals in close collaboration with other directors.

## **KEY RESPONSIBILITIES:**

- Participate in the annual planning and management of the organization’s long-term vision and strategic direction with the Board and CEO, and lead implementation of one or more of the identified goals
- Maintain a working knowledge of immigrant and refugee issues, trends in the local labour market, and services provided by MOSAIC’s social enterprises
- Engage with relevant stakeholders, policy-makers, and funders in the field of immigrant and refugee settlement
- Set the strategy for the Employment, Language, and Social Enterprise portfolios; oversee the identification of client needs and funding sources, and program proposal development
- Develop new and enhance established partnerships and relations in service delivery
- Lead contract negotiations with funders and ensure that annual goals and contractual obligations are met
- Lead program innovation through research and development
- Represent the organization at local, provincial, and national coalitions, networks, events and/or committees, and report back on the implications to the organization and clients/communities served
- Oversee staff and program operations at multiple locations
- Oversee the department’s annual budget and ensure financial integrity and accountability
- Participate in the development and implementation of the organization’s financial strategic goals to ensure sustainability

## MINIMUM QUALIFICATIONS:

- A post-secondary degree in a relevant field (community studies, business, financial or administrative management, marketing, education, or social work) and five or more years of experience in:
  - Senior leadership positions
  - Managing performance, mentoring, and developing team members
  - Project management
  - Change management
  - Knowledge of existing provincial and federal service delivery models
  - Labour market trends and impacts
  - Human resources and financial management experience
  - Relationship-building and engagement with stakeholders
  - Business development and revenue growth
  - Adapting/creating organizational structures to support strategic goals

## DESIRED SKILLS, KNOWLEDGE, AND QUALIFICATIONS:

- Knowledge of Canadian and world immigration discourse and its socio-economic impacts
- Experience working in a non-profit /charitable organization
- Experience overseeing employment, language, and or/ for-fee services or program
- Experience managing a varied portfolio simultaneously
- Strong leadership skills and ability to build and motivate teams effectively
- Ability to advocate for immigrants and refugees to policy-makers
- Excellent communication skills, written and oral
- Research and analytical skills
- Conflict resolution skills; tactful, discrete, diplomatic, flexible, and patient
- Critical thinking and problem-solving skills
- Agile executive management style

## HOURS:

This is a full-time, permanent position

## STARTING PAY:

Annual salary commensurate with the level of experience and qualifications as well as a very competitive benefits package.

## HOW TO APPLY:

Please apply via email. In the subject line of your email, please type:

**“Your Name – Director, Employment, Language, and Social Enterprise**

Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:

MOSAIC

ATTN: Human Resources

5575 Boundary Road, Vancouver, BC V5R 2P9



Email both the cover letter and resume to: [human.resources@mosaicbc.org](mailto:human.resources@mosaicbc.org).

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted. Before applying, you must be legally permitted to work in Canada through citizenship or permanent resident status.

**DEADLINE TO APPLY:**

Ongoing until filled

**POSTING DATE:**

June 10, 2021



*MOSAIC is committed to promoting equal employment opportunities for all members of the community*