



## Internal/External Employment Opportunity

### Manager, Vancouver Language Centre Language Programs Vancouver

#### Why you should apply with us:

At [MOSAIC](#), 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 [2019 List of Best Workplaces™ in Canada](#) (100-999 employees), the [2020 list of Best Workplaces Managed by Women](#) and [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. We are one of Canada's largest settlement organizations with 45 years of experience engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone's life today!

#### Join our team!

MOSAIC is seeking a highly motivated, energetic, and proven leader to manage our Vancouver Language Centre.

**POSITION:**                    **Manager, Vancouver Language Centre – Term Replacement position**

**DEPARTMENT:**            Employment, Language, and Social Enterprise Services

#### ABOUT THE POSITION:

As the Vancouver Language Centre Manager, you will ensure the Language Centre functions as a unit, with clear communication and coordination between instructional, administrative support and child-minding teams. Under the direction of the Senior Manager of Language Programs, you will be responsible for daily program operations, ensuring client-centered service, management of human resources, coordination with program partners, achievement of funder contractual outcomes, and the implementation and maintenance of all relevant MOSAIC policies, systems and procedures.

#### KEY RESPONSIBILITIES:

- Be a driving force for MOSAIC'S vision, mission, values, strategic plan, and integrated client service delivery approach, program proposals and contracts, and through your role, assist in achieving the goals and contractual outcomes of the department and those of the organization
- Ensure program and services meet CARF standards
- Direct and manage Language Centre programming to high standards, working on continuous quality improvement to meet funder and agency objectives
- Monitor projects against milestones, report and inform funders, partners, and clients of issues; assess problems and make recommendations
- Oversee staff to meet performance standards



- Contribute to the development of a variety of fundraising-related documents including proposals for program renewals and new programs, budgets, and letters of interest
- Maintain working knowledge of language programming for adults and online learning
- Manage finances and resources
- Hire, coach/mentor, and train staff
- Manage employee development and performance, and provide opportunities for growth
- Enhance diversity and inclusion amongst team members
- Develop and manage strategic relationships with funders and community partners
- Provide analytical data and recommendations to the Senior Manager and the Director to track the performance of programs and make improvements

**MINIMUM QUALIFICATIONS:**

- Post-secondary degree, certificate, or diploma in a relevant field (educational administration, TESL or Program Management)
- Minimum 2 years supervisory experience in:
  - Managing performance, mentoring, and developing team members
  - Project management/coordination
  - Working with newcomers, sensitivity and understanding of immigrant needs and diverse backgrounds
  - Knowledgeable of existing programs, services, and community resources
  - Experience marketing and recruiting for programs
  - Financial management experience
  - Experience gained in language instruction setting such as LINC program an asset
- Current and satisfactory Criminal Record Check required

**DESIRED SKILLS AND QUALIFICATIONS:**

- Ability to delegate duties or tasks effectively
- Excellent problem-solving, team building, collaboration, and organizational skills
- Experience motivating staff and implementing recognition programs
- Excellent interpersonal and written communication skills
- Ability to work individually and in a team environment
- Presentation/public speaking skills
- Tactful, discrete, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgement in decision-making
- Excellent working knowledge of program activities, office equipment, Office 365 suite, Learner Management Systems and reporting platforms such as iCARE
- A good working knowledge of Canadian Language Benchmarks and Portfolio-based Language Assessment

**HOURS:** This is a full-time replacement position from Jan 2022-Jan 2023 which may end before the term.

**STARTING PAY:** Annual salary commensurate with the level of experience and qualifications



At MOSAIC a competitive benefits package is provided with contracts of at least one year in length and a minimum of 17.5 hours of work per week.

**HOW TO APPLY:** Apply via email. In the subject line of your email, please type:

**“Your Name- Manager, Vancouver Language Centre”**

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

Address your cover letter to:  
Hiring Team – Language Programs  
5575 Boundary Road  
Vancouver, BC V5R 2P9

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

**DEADLINE:** Open until filled

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. If you have a work permit, please ensure that it allows you to work for the duration of the position.

**Posting Date:** November 16, 2021  
**Re-Posted November 19, 2021**

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

