

# Senior Manager, Program Delivery TRIEC Mentoring Partnership

## **ROLE SUMMARY**

The Senior Manager, Program Delivery, oversees the delivery of TRIEC Mentoring Partnership in the GTA and supports the Director, Immigrant Inclusion Strategies in growing and developing the program strategically.

The Senior Manager is responsible for meeting qualitative and quantitative targets as agreed from time to time to ensure the best outcomes for immigrant professionals.

This is a full-time position with direct reports. This position reports to the Director, Immigrant Inclusion Strategies, and is located in downtown Toronto.

## **RESPONSIBILITIES**

### **Partner Relations**

- Strategically develops and manages relationships with senior managers of Community and Employer Partners.
- Ensures relationships with partners at all levels are maintained for the smooth and effective delivery of the program.
- Manages the program complaints and conflict resolution process.
- Coordinates and chairs regular meetings of the TRIEC Mentoring Partnership Senior Managers Committee in collaboration with the Director, Immigrant Inclusion Strategies.

### **Program Delivery and Administration**

- Manages overall delivery of the TRIEC Mentoring Partnership program in the GTA, including onboarding new Community, Referral and Employer Partners.
- Monitors overall program performance against key targets and takes measures to address under-performance and other performance related issues.
- Recruits new Community and Referral Partners in accordance with established guidelines and oversees their onboarding.
- In collaboration with Senior Manager, Employer Engagement and appropriate TRIEC Mentoring Partnership staff, recruits new Employer Partners and re-engages inactive partners.
- Oversees process for execution of MOUs with current and new partners.
- Monitors partner performance against targets.
- Oversees and monitors development and implementation of strategies and plans for mentor recruitment and retention, and recognition.
- Identifies IT system needs and works with IT Manager and appropriate TRIEC Mentoring Partnership staff to effect upgrades and ensure efficient functioning.
- Oversees development, updating and dissemination of program learning, training and onboarding resources and material in collaboration with the TRIEC Mentoring Partnership Learning Specialist and TRIEC Learning team.

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- Plans and oversees implementation of program marketing and communication strategy in collaboration with Communications team.
- Engages general program planning activities and identifies development needs in collaboration with Director, Immigrant Inclusion Strategies.

## **Program Development and Strategy**

- On an ongoing basis, reviews all aspects of program to identify and address areas for improvement and further development.
- Oversees and monitors program impact and outcomes for continuous improvement and growth, in collaboration with the TRIEC Mentoring Partnership team, Director, Immigrant Inclusion Strategies and partners.
- In collaboration with the Director Immigrant Inclusion Strategies, contributes to and/or implements other program development initiatives and projects to support strategic program growth
- In consultation with current Community Partners, develops and maintains appropriate guidelines and process for recruitment and onboarding of new Community and Referral Partners.
- Plans and implements program evaluation activities as required.

## **Funding and Financial Management**

In collaboration with Director, Immigrant Inclusion Strategies:

- Prepares reports to funders as required.
- Reports on TRIEC Mentoring Partnership budgets and cash flows.
- Prepares funding proposals as required, in collaboration with the Director, Immigrant Inclusion Strategies.
- Liaises with funders and responds to queries as required.

## **Supervisory Responsibilities**

The Senior Manager, Program Delivery, manages the day-to-day delivery of TRIEC Mentoring Partnership in the GTA, relationships with program partners, and directly supervises TRIEC Mentoring Partnership staff team, including:

- Assigns work to and monitors performance of TRIEC Mentoring Partnership team.
- Supervises and provides feedback to the TRIEC Mentoring Partnership Team.
- Builds capacity of TRIEC Mentoring Partnership team, fosters teamwork and builds cohesion among team members.
- Supports team professional development.
- Undertakes staff performance reviews.
- Supervises temporary staff, volunteers and student interns as required.

## **Other Duties as Assigned**

- All staff members work cooperatively to support each other's responsibilities where possible, and will support other TRIEC activities as assigned.

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- Participate in TRIEC staff meetings and TRIEC Mentoring Partnership team meetings, present and prepare reports and information on specific area of work when required.

## **REQUIRED SKILLS, EDUCATION AND EXPERIENCE:**

- 5-10 years management experience, with proven success in developing and maintaining effective relationships, program delivery and management, reporting and staff supervision.
- Demonstrated experience in developing strategy or contributing to strategic interventions.
- Knowledge and experience in program continuous quality improvement and evaluation – establishing/monitoring service delivery standards/protocols, establishing performance metrics and developing systems-wide solutions on quality management.
- Experience managing relationships with multiple sets of stakeholders in the public, private and/or not-for-profit sector.
- Proven project and collaborative program management experience – seeing projects through from conception to final implementation, with experience in funder reporting and evaluation.
- Demonstrated experience achieving results while working collaboratively with partners and in a team environment.
- Post-secondary qualifications in a related field, or related relevant work experience.
- Advanced knowledge of Microsoft Office required.
- Knowledge of Salesforce is an asset.
- Knowledge of Employment Ontario services is an asset.
- Experience working with a mentoring program and/or partners of TRIEC Mentoring Partnership, is an asset.

## **COMPENSATION:**

\$75,000 - \$80,000 per annum

## **HOW TO APPLY**

Qualified applicants are invited to submit an electronic resume and cover letter in a single MS Word file or PDF format, separated by page breaks to Hiring Manager [hr@triec.ca](mailto:hr@triec.ca) with the subject line: “Senior Manager, Program Delivery, TRIEC Mentoring Partnership – Your Name”

## **DEADLINE**

Applications must be submitted by email by Friday, April 13<sup>th</sup>, 2018 at 5:00 pm.

Note: Only those applicants selected for an interview will be contacted.

TRIEC is an equal-opportunity employer and is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise TRIEC of any measures, if required, which would enable you to be interviewed in a fair and equitable manner. Information received relating to these measures will be addressed confidentially. For more information on TRIEC please visit [www.triec.ca](http://www.triec.ca).