



## **Employment Opportunity: Senior Manager, Health Connect**

### **Help us make a difference**

YWCA Metro Vancouver operates on the ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish) and sə́ilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. YWCA Metro Vancouver also acknowledges the unceded territories of Semiahmoo and the Stó:lō peoples, including the Katzie, Kwantlen, Kwikwetlem and Qayqayt Nations, as well as the treaty lands of the Tsawwassen Nation.

As an equity-seeking organization, the YWCA Metro Vancouver values its diverse workplace and is committed to fostering a community of [inclusion and belonging](#). Increasing representation within our organization's workforce composition is a priority and we have taken significant and meaningful steps towards achieving this goal. Women, Black, Indigenous, People of Colour, 2SLGBTQIA+ individuals, people with disabilities and people from other marginalized groups are strongly encouraged to apply.

**Status:** Grant Full Time – 35 hours/week – until Jan 7<sup>th</sup>, 2028

**Location:** In person at a few locations in Metro Vancouver

The YWCA Metro Vancouver in partnership with YWCA Toronto have launched the Health Connect program to support self-identified newcomers and refugee women who are internationally educated health professionals (IEHP) in British Columbia (BC) and Ontario (ON). The program will work to improve awareness among women IEHPs of the foreign credential process, provide tailored employment and wrap-around services, reduce barriers to foreign credential recognition and provide Canadian work experience in their intended field of work. The senior manager will oversee program operations, including management of staff, budgeting, reporting etc. The Senior Manager will report directly to the Associate Director of Employment and Training Programs. This position will manage employees and work closely with the program stakeholders, program partners, and YWCA internal departments. The senior manager will oversee program partnerships and participate in strategic program development/funding as required.

### **What you'll be doing:**

#### **Leadership and Staff Management:**

- Hire, onboard, and supervise staff and volunteers; conduct performance reviews.
- Provide leadership support and coaching to staff; manage overall program staff including Office Administrator, Career Advisor, Job Developer at YWCA Metro Vancouver, and YWCA Toronto Manager.
- Influence and negotiate with internal and external stakeholders to achieve program goals.

#### **Strategic Planning and Program Management:**

- Launch and oversee marketing and outreach strategies targeting underserved groups in BC and ON.
- Promote the program to existing employer partners for mentorship, coaching, and networking.
- Plan and support in coordinating guest speaker events, special events, and community outreach efforts with program staff and other YWCA departments.



- Participate in Employment Department proposal writing and ensure timely completion.

**Program Implementation and Participant Engagement:**

- Train staff on foreign credential recognition processes and the needs of newcomer IEHPs.
- Conduct information sessions, recruit potential applicants, and hold group orientations for participants and employers.
- Support in engaging with program participants to maintain a welcoming environment and high service standards.
- Act as backup support to Career Advisor/Job Developer/Office Administrator as needed.

**Financial Management:**

- Monitor and manage the program budget to ensure fiscal accountability and adherence to project requirements.
- Ensure timely coding, signing, and processing of vendor invoices.

**Evaluation and Reporting:**

- Develop and implement evaluation plans, including pre- and post-program surveys.
- Conduct ongoing program evaluations, analyze data, and implement changes as required.
- Manage deliverables, outcomes, and statistical tracking systems, ensuring accuracy for funders, business partners, and participants.
- Prepare, compile, and finalize comprehensive quarterly reports, including performance metrics, and financial summaries, ensuring accuracy and adherence to ESDC and YWCA standards and deadlines.

**Community and Stakeholder Engagement:**

- Build and maintain strategic partnerships with community organizations, government agencies, and other stakeholders.
- Advocate for participant needs in community forums and policy discussions.
- Collaborate within the community and YWCA to create resource partnerships for referrals and client recruitment.
- Engage employers in hiring self-identified newcomer women and coordinate marketing and recruitment efforts.
- Work with job developers on partnerships, engagement training, skills gap training, networking events, and mentoring programs.
- Address participant complaints and liaise with senior management and employer partners.

**Compliance:**

- Ensure conformance to CARF Accreditation standards, Occupational Health and Safety, and Human Resource standards.

**Miscellaneous:**

- Management hours: some evenings and weekends are required to meet deadlines.
- Other duties as required.

**What you'll need:**

**Experience and Education:**

- 3 years' minimum direct management experience managing an employment program or HR setting working with staff and participants. Experience delivering services with set deliverables and outcomes



- Desired educational requirements: Bachelor's Degree in a related field with recent professional development; Human Resources training and leadership coaching training an asset, or a combination of related education and experience
- Experience delivering programming to self-identified women in career and job search transition

**Skills and Abilities:**

- Demonstrated leadership and conflict resolution skills
- Excellent verbal and written communication skills required; e.g. working with YWCA staff, participants, donors, stakeholders; diplomatic and professional with a keen understanding of ethical boundaries
- Demonstrated partnership building abilities with employers and community
- Solid understanding of career development programming, current hiring practices and labor market trends
- Keen understanding of issues and barriers faced by women and newcomers to Canada
- Demonstrated skills using video conferencing platforms to supervise/communicate with staff and participants and facilitate meetings, presentations or workshops
- Technical expertise with digital communications and video conferencing tools
- A willingness to drive new initiatives
- Demonstrated experience working with Microsoft Office applications including MS Teams, SharePoint and cloud-based applications such as Google Drive and One Drive
- Experience with implementing policies and procedures to maintain service excellence and program accreditation considered an asset (e.g. CARF)

**Commitment and Passion:**

- Ability to convey a high degree of commitment and passion for the mission of the YWCA and the goal of guiding self-identified women toward economic sustainability
- Demonstrated commitment to equity, diversity and inclusion

**Work Requirements:**

- Ability to work management hours, e.g. occasional weekends/evenings and flexible hours when meeting deadlines, and a resilience to meeting tight project deadlines
- Able to commute between sites
- Must be able to work in person during office hours at the YWCA program location

**Additional Qualifications:**

- A second language will be considered an asset
- A valid clear criminal record check (including working with vulnerable populations) is required.
- The YWCA Metro Vancouver's COVID-19 vaccination policy is currently suspended and as a result, vaccination from COVID-19 is not required at this time. However, should circumstances change and the YWCA deem it necessary to reintroduce such policy, you may be required to provide proof of vaccination against COVID-19 in order to be eligible to continue performing your duties.

**Bonus qualities (but not required)**

- Healthcare experience and/or healthcare connections will be considered an asset
- CCDP certification will be considered an asset

**What we offer:** We offer our eligible employees the following benefits as part of their total compensation package:

- Extended medical and dental benefits



- A defined benefit pension plan
- Flexible working arrangements for applicable positions
- Employee Family Assistance Program, a confidential and voluntary support service for employees and their eligible family members
- free membership to our Health + Fitness Centre, discounts at our YWCA Hotel and priority in YWCA Child Care centres
- **Pay Rate: \$43.48**
- A workplace that prioritizes employee health, safety and wellbeing, including many learning and growth opportunities such as our staff mentorship program and three equity committees who help to support our goals towards achieving meaningful equity and inclusion.

This is an exciting time for the YWCA. Join us and be part of an inclusive, dedicated and impactful workplace! Candidates are invited to send cover letters and resumes to:

**Etab Saad, Associate Director, Employment and Training Services (she/her)**

535 Hornby Street, Vancouver, BC, V6C 2E8

**email: [employment@ywcavan.org](mailto:employment@ywcavan.org)**

We are committed to ensuring that the application and interview processes are accessible to all applicants; if you require accommodations in submitting your application, or have other questions, please contact the hiring manager as listed. All employment will be decided on the basis of qualifications, transferrable skills, lived experience, and business need. We thank all who apply, but only applicants selected for an interview will be contacted. For more information about this and other YWCA Metro Vancouver career opportunities, please visit [ywcavan.org](http://ywcavan.org).