

Manager, Language for Workplace Connections

ACCES Employment is a leader in connecting employers with qualified employees from diverse backgrounds. More than 16,000 job seekers are served annually at five locations across the Greater Toronto Area. As a not-for-profit corporation, ACCES receives funding from all levels of government, corporate sponsors, various supporters and the United Way Toronto.

Key to several of its programs ACCES offers enhanced English language training to internationally trained individuals and newcomers to Canada. The **Language for Workplace Connections™** program helps participants to develop their workplace communication skills in the following areas: the art of making small talk, working in a team, understanding cultural differences, and how to build relationships with colleagues and supervisors. Participants also learn how to write appropriate business correspondence, build powerful presentations, and learn how to communicate effectively over the telephone.

The position of **Manager, Language for Workplace Connections** is an exceptional career opportunity for someone with extensive experience in English language training combined with strong program/project management, administrative and marketing skills. This hands-on position, works closely with other managers and language teachers to ensure overall effective program delivery including planning, scheduling, outreach, enrollment, evaluation, reporting and administration. As part of the management team, this is a non-unionized position reporting to the Senior Director, Services and Organizational Development and works primarily from the ACCES Toronto and Scarborough offices. This is a contract position to March 2013 pending confirmation of funding.

Responsibilities:

- Overall management, consolidation, development, delivery and evaluation of program and ensuring program compliance with funder guidelines and targets.
- Manage and supervise the language instructors to ensure a high quality of program delivery and that all client needs are met.
- Working closely with ACCES staff, managers and partner organizations, manage the development and implementation of program components such as: curriculum development, community outreach, program evaluation, assessments, collection and maintenance of statistics, contracts with suppliers, teachers, etc.
- Preparation of regular reports and statistics as required including file audits.
- Support and market the program with community outreach as well as arranging guest speakers, etc.
- Assist with the development and implementation of systems and procedures for the evaluation of the program, ensuring compliance with funder guidelines and targets.
- Oversee daily program administration.
- Provide support and expertise in the hiring of language teachers and language resource development for the organization.
- Other duties as assigned by management.

Qualifications:

An organized self-starter with experience and education in the following areas:

- Certified TESL Ontario instructor (or equivalent)
- Excellent knowledge of the Canadian Language Benchmarks Assessment (CLBA)
- Post-secondary education including a university degree
- Experience in program/project management in a language program
- Five or more years of experience in teaching English as a second language
- Five years of experience in Human Services and/or the not-for-profit sector
- Experience working with a diverse community
- Excellent English language written and verbal communication skills
- An expert ability to consider, manage and attend to details
- Strong ability to maintain good working relationships with all levels of staff and external partners
- Excellent problem solving skills, creativity and ability to both lead teams and work in a team
- Demonstrated ability to work with a variety of MS Office software and databases
- Ability to handle confidential, sensitive and personal information
- Exceptional organizational and problem solving skills
- Must be available to work flexible hours, according to program delivery requirements
- Ability to travel between program delivery locations in Toronto and Scarborough

Interested persons should send their resume with a covering letter and copy of their TESL Ontario Certificate (or equivalent).

To: Human Resources – Hiring Committee

By: Friday February 17, 2012.

Via: E-mail: hr@acesemployment.ca

ACCES Employment is an equal opportunity employer. We thank all applicants for their interest, however only those selected for an interview will be contacted.

ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.