

POSTING

IMPACT PRODUCER

Permanent Full Time (35 hours per week)

Social Innovations Hub Project

In coordination with the Senior Manager of Immigrant Services, this position manages all aspects of the day-to-day operation of Social Innovations Hub Project, project staff and volunteer assignments and direction, to ensure that the goals and objectives of project are met. In partnership with InWithForward, this position will be responsible for establishing a R&D infrastructure that sustains experimental culture and practice.

Flexibility: Your work schedule will be determined around the rhythm of the work. The role does require some evening/weekend work, and travel within Metro Vancouver

Location: Social Innovation Centre (13969 100 Avenue, Surrey)

Other Requirements: You'll be responsible for carrying/caring for a laptop and cell phone. A police reference check (including vulnerable sector screening) is required.

KEY DUTIES AND RESPONSIBILITIES

1. Embody role as outlined under KEY INFORMATION ON IMPACT PRODUCER below.
2. Maintains a working knowledge of local, provincial and federal immigrant and settlement services, resource persons and a wide range of immigrant issues and initiatives, and dispenses this information for service providers, families and the community.
3. Maintains effective relationships and liaisons with government, stakeholders, service partners, volunteer community groups and other community organizations to coordinate the provision of services, foster partnerships and collaboration and exchange information. When appropriate and directed by Senior Manager, will represent the project and OCS in the immigrant and broader communities.
4. Provides leadership, training and supervision of staff and volunteers. Is responsible for managerial duties that include:

NOTE: *Applicants not selected for an interview will not necessarily be notified.*

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- a) Staffing:
In consultation with the Senior Manager, the Impact Producer is responsible for determining appropriate project staffing levels, recruitment including interviewing, selection of candidates and making recommendations for hire.
 - b) Confidential personnel matters:
In consultation with the Senior Manager, the Impact Producer may be responsible for preparing confidential documents if necessary, on sensitive personnel matters, and recommending actions to be taken.
 - c) Provides feedback and performance plans/evaluations on Social Innovation Hub Project staff on a regular basis.
 - d) Discipline and assistance with discharge:
In consultation with the Senior Manager, the Impact Producer is responsible for supervising employees, identifying and responding appropriately to employee misconduct, including implementing disciplinary procedures.
5. Works closely with contractor InWithForward in order to ensure that project objectives, outputs and outcomes are met or exceeded and to administer project deliverables efficiently and effectively.
 6. Works collaboratively with Immigrant Services program managers and staff, especially in activities that relate to project deliverables.
 7. Ensures that accurate project and client records are maintained, that confidentiality is a priority, and that all pertinent requirements and documentation is complete.
 8. Provides reports as required.
 9. Provides input for the development of both service quality improvements and innovations in consultation with the Senior Manager of Immigrant Services.
 10. Assists in the development of annual project goals and objectives, and develops funding proposals in consultation with project staff, Senior Manager, the executive director or designate and funders.
 11. Facilitates planning of project activities and events.
 12. Supervises and monitors project expenditures within the existing budget allowance and guidelines and makes budget recommendations in consultation with the Senior Manger of Immigrant Services.
 13. Ensures financial integrity and accountability of project.
 14. Participates in the development of proposals for new contracts.
 15. Participates in OCS co-ordination and management functions.
 16. Ensures that project services/activities are up to date, innovative and meet the needs of clients.
 17. Ensures that Work Safe BC health and safety standards are maintained.
 18. Performs other related duties as required.

QUALIFICATIONS

Education, Training, and Experience

- M.A. or relevant combination of education and experience;
- Experience in research methodologies; research and data-analysis skills
- Minimum of two years' experience and demonstrated success in a supervisory role;
- Experience in project/program management;
- Experience in a community based non-profit society;
- Demonstrated cross cultural experience;
- Second language an asset;
- Basic level First Aid (as required)

Job Skills and Abilities:

- Key skills and 'what makes you tick' are outlined in KEY INFORMATION ON IMPACT PRODUCER below
- An interdisciplinary thinker and doer
- A creative maker: have track record of making concepts tangible
- Strong emotional intelligence; experience navigating complex interpersonal situations
- A motivational coach and leader: ability to bring people out of their shells and raise their 'game'; experience building creative teams where the sum is greater than the parts.
- Strong written, oral and facilitation skills; demonstrated ability to craft content that engages, educates and inspires different audiences
- Problem solving ability, adaptable, exercises good judgment and can work under pressure
- Tech savvy with excellent time management and organizational skills
- Required to work in a dynamic environment which may call for adaptation to the emerging trends/demands. A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff
- Be highly motivated to complete tasks/duties/daily maintenance in a timely manner.
- Commitment to problem solving approach
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community
- Demonstrated competency for and understanding of a community development approach and community based service delivery
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations
- Ability to identify sensitive issues and maintain confidentiality
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Must have an appropriate valid Driver's License and reliable vehicle

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How to apply:

Please answer the prompts below by **August 10th at 5pm PST**. Please send your application to **Khim Tan**, Senior Manager, at khim.tan@options.bc.ca with the subject line 'Impact Producer - Hiring Committee.' It's super helpful if you can combine your files and send clear links!

1. **Why you, why now?** Show us how your values manifest in your work. Make us a short video or audio recording or presentation or pinterest board (or any other format!) that captures materials & images from past work and the values it reflects.
2. Tell us a true **story of what transformative leadership** looks and feels like to you. Describe a particular moment in which you either exercised transformative leadership OR failed to, and what you learned.
3. Find an example of **something you consider to be next practice**. Can be in any industry or field. Send us a link or a picture and write us a couple of sentences about why.
4. Attach your **cover letter and resume** (including posting #A21154) and highlight your relationship to the human services space. Please include any relevant social media handles and list the cloud software you are familiar with (e.g google docs, dropbox, slack).

This posting will remain open until filled and will close without notice.

We look forward to your application!

KEY INFORMATION:

What's an Impact Producer?

Impact Producer / 'im.pakt pro·duc·er / Someone who puts together a talented crew, turns ideas into impact, and is responsible for all aspects of a creative production.

Impact Producers hold the space to both envision and prototype the future state of the immigrant & refugee experience in Canada - starting with *vulnerable newcomers seniors* and *newcomers with disabilities*. You will curate a team of research curators and staff from Immigrant Services of Options Community Services Society, to guide them between the world as it is now and the world as it could be.

With a vision of inspiring hope and belonging for all, Options Community Services (OCS) Society has been providing services in Surrey, North Delta and Langley for over 40 years.

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OCS provides newcomers with a diverse array of support services including information, knowledge and skills necessary to settle and integrate into their new communities.

Over the next 2 ½ years, you and your team will move from doing original ethnographic research to prototyping new supports to spreading and embedding next practices. Do not worry, you will not be alone. You will be joining a cohort of social services across Canada dedicated to disrupting the status quo, and guided by InWithForward - Canada's leading social design shop.

So what's the big idea?

It's time to shift our social safety nets into trampolines, and enable people to bounce up and forwards. For that to happen, we need to do more than improve our present-day services. We need to re-imagine what services and policies are for.

That is why OCS and InWithForward have come together, with support from Immigration, Refugees and Citizenship Canada (IRCC), to set-up a Research & Development function that makes and tests next practice. Our aim is to build permanent infrastructure for co-developing what the future looks and feels like. We think it's time to move beyond pilots and projects to sustained experimental culture & practice.

A cross-Canada collective

Over the next 2 ½ years, you will be part of a cross-Canada collective of other organizations with the same ambitions. We call this collective Grounded Space. Grounded Space uses a values-led design methodology, which combines philosophy, anthropology, social psychology, service design, and organizational change frameworks to bring to life a new kind of social contract.

Underpinning Grounded Space are 5 principles. Can you commit to these? Join us!

- Focusing on flourishing lives, not just better services.
- Letting thick data drive insights, and insights drive solutions.
- Deeply scaling values and practices.
- Sharing power and learning.
- Holding space for failure, letting go, and celebration.

As an Impact Producer, your role is to:

1. Relentlessly hold the space for inquiry and experimentation, balancing the tension between achieving best and going after next practice. This requires appreciating current contexts all the while challenging us to move beyond present day thinking.

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2. **Coordinate** the experience of the team, choreographing day-to-day operations, logistics, and communications. Keep things moving and energy up by establishing team routines & celebrations, and by getting into a rhythm of learning by doing.
3. Strongly promote a **user-led perspective** that roots new ideas in the experiences, values, and aspirations of newcomer seniors and newcomers with disabilities.
4. **Support team members** to dive deep into research and design by creating an environment rich in encouragement, hosting frank conversations, and offering direction and supervision.
5. **Invite key stakeholders** inside and outside of the organization to the table at the right times - embracing different perspectives and voices.
6. **Predict tension points** and address barriers between organizations and stakeholder groups. You'll keep everyone up-to-date, and open to shifts in strategy.
7. Map and understand the **broader organizational & community landscape** - and along the way, build relationships to allow new things to sprout and grow.
8. Make room for thoughtful **reflection** and developmental evaluation, surfacing and quickly acting on emerging lessons.
9. **Produce compelling storytelling** materials to bring people along for the journey. Translate findings to stakeholder groups, the settlement sector and the broader community in a range of formats - blogs, photo stories, podcasts, interactive events, webinars.
10. **Model lifelong learning**, insatiable curiosity, and lateral thinking - that quirky capacity to connect dots, find fresh reference points, and go outside of your comfort zone.

About your skills & background:

Interdisciplinary thinker and doer. Yes, you have a university degree in social sciences, humanities, and/or design - but more importantly, you don't stick within disciplinary boxes. Along the way, you've gained experience doing qualitative research - it's a bonus if you've done ethnographic research or user-centred design!

Creative maker. You are not content keeping ideas in the abstract, and have a track record of making concepts tangible - through writing or drawing, acting or role playing, creating websites or campaigns, setting-up exhibitions or spaces, etc.

Motivational coach & leader. You love to bring people out of their shells and raise their game, and have experience building creative teams where the sum is greater than the parts.

Powerful communicator. You have stellar storytelling skills, and demonstrated ability to craft content that engages, educates and inspires different audiences - from funders to community members.

Howdy partner. You have clear examples of working in partnership with community leaders, groups, and organizations with distinct perspectives and approaches.

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Dynamic facilitator and hospitable host. You have experience setting-up environments where people feel safe to contribute, and are transported out of the mundanities of the day-to-day and into an imaginative head space.

Tech savvy and organized. You have experience and comfort in juggling multiple priorities and working to deadlines. You see technology as a helpful tool for organizing work, use social media, and can work between cloud software like google docs, slack, dropbox, and zoom.

About what makes you tick:

- **Passionate about what matters.** You are deeply passionate about wanting to see change with and for folks on the margins, and have an understanding of the immigrant and refugee experience in Canada. You get that innovation is just a means to an end, not the end in and of itself.
- **A respectful pioneer.** You are in your groove when you are making big and ambitious stuff happen, but you know how to curate people's journey from the known into the unknown.
- **Rah-rah-raw.** You are a natural cheerleader, adept at motivating people to try something different, to jump in head first without having the answers.
- **Emotional intelligence to the max.** You have experience navigating complex interpersonal situations, and enabling people to move beyond their fears, skepticism, cynicism, and worries. After all, engaging in change work can feel like a roller coaster ride!
- **Barrier buster.** You are a "yes we can" kind of person. Where others see the world through feasibility glasses, you see the world through possibility glasses, focused on finding the workarounds, exceptions, and practical ways through.
- **Adaptable.** You do not need a full plan to act. You appreciate the flexibility of learning as you go, and welcome changing course and approach as needed.
- **Ready for more.** You are at a point in your life where you want to invest a bit more, to get a bit more. Rather than just a job, you are looking for deeper learning. You are ready to treat this experience as a Masters Program, with outside-of-hours reading and reflecting. You get that change does not always happen between 9-to-5.

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