
Position Title: Language Lead
Department: Language
Reports to: Language Services Manager

Impact North Shore language programs offer a wide range of English language learning classes to newcomers on the North Shore including: the LINC program and supported English language programs for seniors and for women experiencing vulnerabilities. Specialized classes are available to temporary permit holders and newcomers wanting to increase their workplace English language skills.

Summary

With the support of the Manager of Language Programs, the Language Lead position provides supervision, support, and instructional coaching to language instructors, ensuring instructional and evaluation processes are in place. The Lead position develops professional development opportunities for Impact North Shore instructional and administrative staff; and supports / develops curricula for Impact North Shore programs. This position provides guidance to the Office and Intake Manager, ensuring all administrative, data collection, and evaluative processes meet contractual requirements. The Language Lead facilitates student access to settlement, family, and employment services, and oversees community connection activities for Impact North Shore. A primary role of the Lead position is to facilitate communication between staff, students, and operational teams and to ensure the smooth functioning of the centre.

The Language Lead position proactively responds to both student and instructor issues and concerns. The Language Lead also ensures integration of settlement supports and health and well-being approaches into all classes.

Key Responsibilities

- Supporting teachers and classroom instruction
 - Provides support, supervision, and instructional design coaching to the languageinstructors, including classroom observation and feedback.

Job Posting

- Oversees and supports instructors to conduct all student assessment and progression processes and oversees the appropriate placement and movement of students within and between class levels.
 - Plans and supports field trips, guest speakers, and works with other service managers to facilitate student access to settlement, employment, family and mental health services.
 - Coordinates placement and oversight of LINC volunteers within the classrooms.
- Building resources and capacity of Impact North Shore
 - Supports and develops learning curricula and materials based on program need.
 - Supports the acquisition of instructional resources and curates existing resources to meet program needs; works with the Resource Coordinator and Manager to achieve these goals.
 - Supports the ongoing professional development needs of instructors and administrative staff.
- Supporting Operations of the LINC program
 - Collaborates with and supports the work of the Office and Intake Manager and Client Intake Workers to ensure the smooth operation of the LINC program.
 - Provides guidance to the Office and Intake Manager, ensuring all administrative, data collection, and evaluative processes meet contractual requirements.
 - Supports the development of contract and service reports.
 - With the support of the Manager of Language Programs, oversees the following HR processes: supports the recruitment, onboarding, and support of language instructors and support staff; maintains attendance records of instructors and ensures an adequate pool of substitute teaching staff; oversees instructional staff payroll procedures and responds to HR related enquiries of instructional staff
 - Proactively responds to student issues and concerns; and integrates health and well-being approaches into all classes.
 - Identifies and responds to emerging service, operational, and client issues
- Facilitates communication between administrative, instructional, settlement service, and operations teams

- Facilitates communication flow between students, volunteers, Impact North Shore and operational support staff.
- Finds solutions to facilitate the smooth running of everyday functions.
- Demonstrates flexibility and leadership and brings solutions to challenges.
- Attends and takes an active role in department and all-staff meetings
- Other related duties as required

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of Impact North Shore. Champions organizational change.
- **Building the Organizational Team.** Recognizes that the leader alone cannot get the job done; coaches staff and volunteers to meet the mission of Impact North Shore. Builds successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

Qualifications

- Post-secondary degree in a related field, and TESL certificate or equivalency.
- 2 – 5 years ESL teaching experience with excellent working knowledge of the LINC program and Canadian Language Benchmarks (CLB), Portfolio Based Language Training (PBLA) and immigrant settlement issues.
- Minimum 2 years of supervisory experience in a program setting; experience as an Instructional Developer or Language Lead is an asset.
- Experience integrating technology and utilizing online learning platforms (such as Moodle).
- Preference will be given to candidates who have completed LearnIT2Teach Stage 2 training.
- Flexible and able to adapt to shifts in service delivery as required.
- Well-developed organizational, analytical, and decision-making skills.
- Excellent communication and interpersonal skills.
- Experience working with individuals from diverse cultural backgrounds.
- Must pass criminal record check

Additional Information

Hours: 35 hours / week (Monday – Friday)

Salary Range: \$30.00 – \$35.00 per hour dependent on experience

Posted until filled. Resumes reviewed upon submission.

Email cover letter and resume to

hr@impactnorthshore.ca

Reference: **Language Lead**

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.