

**INTERNAL/EXTERNAL JOB POSTING**

**Supervisor, Language Services (Stream 1)**

ISANS is seeking a full-time **Supervisor, Language Services** to provide day-to-day supervision of Language Services employees and oversight of program and service activities within the team. This position focuses on English-as-an-Additional Language (EAL) literacy and vulnerable populations. Reporting to the Manager, Language Services, the position is responsible for:

- Supporting the effective and efficient administration of team programs, services, and activities by providing supervisory leadership to staff
- Day-to-day supervising, monitoring, mentoring, and supporting of team members on issues that arise; elevating to manager as appropriate
- Arranging for and supervising substitute EAL instructors
- Providing support for language assessments, progress reports, and completion criteria
- Developing schedules and timelines for programs
- Supporting the development and implementation of policies and processes for the team
- Recording client interactions and escalating as required
- Conducting performance reviews and supporting staff in setting goals Liaising with P&C around staff contracts and onboarding of new staff
- Signing expenses/timesheets for team members
- Providing assistance and support to the manager with reporting on a regular basis
- Representing ISANS' Language Services team internally and externally as required
- Developing a thorough understanding of the programs and services of Language Services

**Education:**

- Bachelor's Degree or equivalent combination of education and experience will be accepted
- TESL Canada recognized TESL qualification
- Adult Education/training certificate/diploma an asset

**Experience:**

- Supervising staff
- Working in a cross-cultural environment
- Working with vulnerable populations
- Developing, implementing and evaluating programs or projects
- Delivering presentations
- With computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents

**Knowledge:**

- Adult education principles
- Canadian Language Benchmarks (CLB) and EAL Literacy
- Trauma-informed care
- Task-based and outcomes-based teaching
- Online development and teaching
- EAL curriculum design and development

**Skills:**

- Excellent interpersonal skills
- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications

**Terms of Employment**

- Fixed-Term contract to March 31<sup>st</sup>, 2022, renewable pending funding confirmation
- Full-time 35 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

**Commencement Date:** ASAP**Closing Date:** Tuesday November 30, 2021, 4.00pm

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

**We wish to thank all applicants for their interest and effort in applying for this position.  
However, only candidates selected for interviews will be contacted.**