Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to be a national leader in transitioning immigrant women to success in Canada. We are seeking an individual who shares our values of Equity, Excellence, Collaboration, Inclusiveness and Empowerment.

Empower Immigrant Women. Enrich Canadian Society.

Director of Employment & Skills Training
Full-Time Position – 37.5 hours per week
Competitive Compensation & Benefits Package

SUMMARY OF POSITION

The Director of Employment & Skills Training leads Calgary Immigrant Women's Association's (CIWA) employment and economic empowerment portfolio, advancing programs that equip immigrant women with language training, job readiness skills, digital literacy, Canadian work experience, professional certifications, and career advancement supports. Reporting to the Chief Operating Officer (COO), this role will lead a collaborative team of managers and work closely with employers, funders, and training providers to build bridges to meaningful employment and to reduce systemic barriers facing immigrant women in the labour market.

KEY RESPONSIBILITIES

Strategic Leadership & Innovation
- Develop and oversee skills development programs that support career entry, upskilling, and credential recognition for immigrant women
- Guide workforce development strategies that respond to market trends, newcomer needs, and employer demands
- Integrate equity and accessibility into training program design and execution
- Monitor trends in immigration, social policy, and community needs to inform strategy and service evolution

Program Oversight and Impact
- Lead job training, internship, language for work, and credential bridging initiatives
- Ensure measurable outcomes in employment rates, wage growth, and client satisfaction
- Promote innovation in program delivery including hybrid models and industry-specific training Oversee program planning, evaluation, impact measurement and continuous improvement to enhance client outcomes
- Ensure contractual compliance, outcomes tracking, and risk mitigation

Team Leadership and Capacity Building
- Directly supervise a team of program managers and indirectly a team of employment specialists, coordinators, facilitators and instructors
- Promote a high-performance culture grounded in equity, professional development, and client-centered values
- Support hiring, onboarding, coaching, and performance management within program areas

Industry Collaboration and Sector Engagement
- Cultivate relationships with private sector employers, industry councils, and training partners
- Advocate for inclusive hiring practices and support employers in creating diverse workplaces
- Represent the organization at sector tables, conferences and public forums to build visibility and strengthen community connections and stakeholder engagement

Funding, Reporting & Evaluation
- Work closely with the Communications & Stakeholder Relations team to support grant proposals, reports, and funding applications, contributing program data and success stories
- Monitor program budgets, ensuring effective use of resources in line with funding agreements and organizational priorities
- Prepare and present regular reports for the COO, CEO, CFO and funders as needed

Equity, Diversity, Inclusion and Accessibility (DEIA)
- Embed principles of equity, diversity, inclusion & accessibility in all aspects of program design and delivery
- Ensure services are accessible to clients of diverse cultural, linguistic, and socioeconomic backgrounds, including those with intersecting identities

Leadership and Professional Competencies
- Proven ability to lead diverse teams with empathy and clarity
- Skills in strategic planning and execution aligned with organizational mission and community needs
- Ability to foster a shared vision and motivate others toward collective goals
- Knowledge of outcome measurement frameworks and continuous improvement processes
- Ability to translate community needs into responsive and innovative programming
- Deep understanding of intersectionality, migration journeys, and the unique barriers faced by immigrant women and their families
- Exceptional interpersonal and communication skills, both verbal and written
- Ability to build trust-based relationships with staff, community partners, clients, and funders
- Skilled in conflict resolution, active listening, and fostering collaborative dialogue
- Experience supervising and mentoring multidisciplinary teams
- Ability to develop staff potential through coaching, training, and performance management
- Strong knowledge of government and foundation funding processes, including grant compliance and reporting

QUALIFICATIONS
- Post-secondary education in a relevant field such as Social Work, Human Services, Public Administration, Education, Gender Studies, or a related discipline. A Master's degree is an asset
- Minimum 7 years of progressive leadership experience in program management within the non-profit, settlement, or social services sector
- Experience and understanding of the social services sector in Calgary
- Demonstrated experience working with immigrant, refugee, and racialized communities, particularly women and families.
- Proficiency in using technology and tools for time management, data tracking, reporting, and virtual collaboration
- Strong research skills are an asset
- Second language is an asset

REQUIRED SECURITY CHECKS
- Satisfactory completion of a Police Intervention Check (PIC), including Vulnerable Sector Search (VSS). Please note, CIWA does not cover this cost.

CIWA is committed to providing reasonable accommodations to qualified individuals with accessibility needs in the employment application process. To request accommodation, please contact Careers@ciwa-online.com in advance of your interview.

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.