



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 Settlement & Community Services
Full-Time Position – 37.5 hours per week
Competitive Compensation & Benefits Package

SUMMARY OF POSITION

The Director of Settlement & Community Services provides strategic leadership, operational oversight, and community focused direction for Calgary Immigrant Women's Association (CIWA) programs supporting immigrant women and their families in areas such as settlement and integration, family services, wellbeing and resiliency, and community engagement. Reporting to the Chief Operating Officer (COO), this role ensures services are culturally responsive, trauma-informed, and aligned with the unique needs of CIWA clients. The Director will lead a collaborative team of managers and work closely with community partners, funders, and stakeholders to advance systemic change and foster successful integration outcomes.

KEY RESPONSIBILITIES

Strategic Leadership & Planning

- Guide the development and delivery of programs that enhance settlement, wellbeing, community belonging, and access to essential services
- Align programs with CIWA's mission and DEIA principles to ensure inclusive, barrier-free supports
- Monitor trends in immigration, social policy, and community needs to inform strategy and service evolution

Program Oversight and Impact

- Ensure high-quality service delivery in areas of newcomer settlement, service navigation, case management, and supportive counseling
- Oversee program planning, evaluation, impact measurement and continuous improvement to enhance client outcomes
- Ensure contractual compliance, outcomes tracking, and risk mitigation.

Team Leadership and Development

- Lead a team of managers and coordinators across multiple community-based programs
- Promote a values-driven, trauma-informed, curious and inclusive leadership culture that prioritizes staff wellbeing, growth, and collaboration
- Support hiring, onboarding, coaching, and performance management within program areas

Community Engagement and Partnerships

- Represent CIWA in local and national settlement, community service, and human services networks

- Cultivate and maintain strong partnerships with community organizations, funders, government agencies, and others to enhance service delivery and advocate for systemic change
- Ensure programs are informed by the lived experiences of immigrant women and families
- Represent the organization at community events, sector tables, conferences and public forums to build visibility and strengthen community connections

Funding and Reporting

- 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.

CIWA 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.