



Senior Manager, Integrated Refugee Services

Fulltime (35 hours/week), Permanent
Competition No. 2026.05.03

In accordance with Article 16 of the Collective Agreement, Manitoba Interfaith Immigration Council (MIIC / Welcome Place) invites internal applications for the position of Senior Manager, Integrated Refugee Services.

Mission: Every day we make it easier for refugees to succeed in Manitoba.

Vision: We see a world where refugees are warmly welcomed and well-established as upstanding, contributing members of communities across Manitoba.

Department: Administration & Operations

Reports To: Executive Director

Classification: Out of Scope

Hours: 35 hours/week

POSITION SUMMARY

Reporting to the Executive Director, the Senior Manager, Integrated Refugee Services is a key member of the Senior Management Team responsible for strategic and operational leadership across multiple core functions of the organization. This role provides executive oversight of programs and services that support refugees, refugee claimants, immigrants, sponsors, and the broader newcomer community in Manitoba.

This managerial position has authority to hire, evaluate, supervise, discipline, and manage staff within the portfolio and oversees subcontracted service providers. This position does not perform bargaining unit duties.

KEY RESPONSIBILITIES

Program & Service Leadership

- Provide strategic leadership and operational oversight for MIIC's core service areas, including:
 - **Settlement Services** (individual settlement planning, benefit and subsidy support, work permit and health card applications, orientation, referrals, and newcomer integration support)
 - **Refugee Claimant Services** (paralegal support, in-Canada protection assistance, advocacy, and orientation)
 - **Sponsorship Services** (support for sponsors, privately sponsored refugees, and family reunification)
 - **Life Skills Training Programs** (practical skills for independent living)
 - **Settle in Rural Manitoba Program** (rural settlement support)
 - **Temporary Accommodation / Transitional Interim Housing** (oversight for eligible refugee claimants)

Operational & Facilities Oversight

- Supervise the Manager of Client Services and maintain oversight of staff working in Interim Housing.
- Oversee facility infrastructure and outsourced vendor services (e.g., maintenance, security, janitorial, snow removal).
- Develop and enforce operational policies, risk management protocols, and compliance standards.
- Lead initiatives to improve operational efficiency across programs.

Leadership & Governance

- Represent MIIC with community partners, funders, government agencies, and stakeholders.
 - Participate as a senior leader in strategic planning, policy development, and organizational governance.
 - Ensure program compliance with regulatory requirements and funder expectations.
 - Serve as an active member of the Senior Management Team, contributing to agency-wide decision-making.
 - Collaborate with Directors and Managers across departments to improve service delivery and interdepartmental communication.
 - Maintain confidentiality and act in alignment with the agency's mission, vision, and values.
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QUALIFICATIONS

Essential

- University degree in Business, Public Administration, Social Services Leadership, or related field.
- Seven (7)+ years progressive leadership experience in a complex human services, nonprofit, or community-based environment.
- Demonstrated experience supervising managers and teams.
- Experience developing and implementing operational strategy and policy.
- Experience working in or with settlement, refugee, or multicultural service sectors.
- Demonstrated research, synthesis, and analytical writing ability.
- Clear Police Record Check for Vulnerable Sector and Child Abuse Registry Check.
- Valid driver's license and reliable transportation.

Assets

- Familiarity with settlement, refugee claimant, and sponsorship administration.
- Experience overseeing housing, facilities, or program operations.
- Strong contract and vendor management experience.
- Experience with government-funded programs and IRCC reporting.
- Experience working in a unionized environment is an asset.

SALARY: \$65,000 - \$75,000

APPLICATION PROCESS

Welcome Place is committed to building a diverse and inclusive workplace. We actively encourage applications from candidates who identify as members of equity-seeking groups, including (but not limited to) Indigenous peoples, racialized communities, persons with disabilities, women, and members of 2SLGBTQIA+ communities.

Please submit your resume and cover letter **that clearly states:**

- **Competition Number**
- **How you meet the qualifications, education, and experience criteria**

Email in confidence to:

Human Resources
Manitoba Interfaith Immigration Council Inc.
Email: careers@miic.ca

Deadline: Open until 4:00 PM May 21, 2026