

Job Title **ESL Team Lead**
Reporting to: Language Services Manager
Term of employment: Until March 31, 2024 (possibility of extension based on funding)

Who WE are...

Since 1998, Global Gathering Place (GGP) has remained dedicated to helping refugees and immigrants integrate and thrive in Canada. By delivering critical services, English classes, and a full calendar of programs, we work hard in service of our vision: A society where newcomers to Canada are fully engaged and valued.

As GGP has grown from a grassroots group to a non-profit leader in the settlement sector, we continue to pride ourselves on personalized, client-centred service. We know our clients; we understand their needs, their fears, and their goals. No one is ever a number at GGP.

Our organizational culture centres around collaboration and each staff member wears many different hats. We work together across departments and in partnership with diverse community partners. We offer guidance for making local services more inclusive and accessible, and advocate for what we know to be true: that immigrants and refugees, when given the opportunity, make valuable contributions to all aspects of Canadian society.

Who YOU are...

You strongly believe in diversity, respect for people, and have a passion for helping others thrive and succeed. You value and are committed to equality, respect, and you love learning about people and their cultures. You are at your best when you surround yourself with other committed individuals and you do your best work when you collaborate and work WITH others. You are goal oriented, tenacious, and creative when it comes to problem solving.

What is the ESL Team Lead...

Reporting to the Language Services Manager, the ESL Team Lead oversees language instructors, substitutes, and volunteers to ensure high quality teaching and improved standards of learning across the department.

- Provides ongoing support to instructors, substitutes, and language and disability services; advises instructional team on emerging issues;
- Helps ensure language instruction and program delivery are compliant with GGP policies and procedures;
- Works closely with the Language Services Manager and the PBLA Team Lead to ensure that instructors are meeting PBLA requirements in the classroom and students' portfolios reflect PLBA learning;
- With the Language Services Manager, supports the hiring, orientation, training, and evaluation of teachers and substitutes;
- Ensures that equipment, resources, and instructional materials are in place to support language learning;
- Conducts regular ESL meetings and monitors level-alike group meetings;
- Coordinates extracurricular activities (i.e. field trips and guest speakers) to meet class themes and enhance students' learning experience;
- Ensures monthly and quarterly reports and timesheets are met;
- Responds to practicum requests, and works with instructors to place students;
- Attends meetings (LARC, SASIA, etc.) in place of the Language Services Manager, if needed;

- Contributes to committees, events, and initiatives deemed appropriate by management;
- Keeps current with relevant program information to respond accurately to client, staff, and community inquiries; and
- Performs other duties assigned by the Language Services Manager and the Executive Director.

Secondary responsibilities are:

- Participates in management and company-wide staff meetings and attends other required meetings and seminars;
- Upholds the company vision and values;
- Follow all company's filed procedures and protocols, and develop and maintain safe habits and practices with regard to safety;
- Dresses professionally at all times including daily grooming expectations;
- Provides assistance to other team members as needed, as all teams are expected to work cross-functionally;
- Ability to work flexible hours when needed and to adapt to changing work schedules;
- Responsible for being reliable, punctual and in a presentable manner at all times;
- Ability to work well with others in a team and client environment;
- A focus on team member's career development needs; and
- The willingness and ability to be coached by Management.

Do **YOU** have the education, skills, and competencies...

- University Bachelor's Degree in Education or Business Administration;
- TESL Canada certification an asset;
- Two (2) to five (5) years of experience, specifically in coordination and human resource functions, an asset;
- Team player with the ability to work with minimal supervision, collaborate, interact and build effective relationships across and at all levels of the organization;
- Flexible, well-organized, and able to work well under pressure and tight deadlines;
- Excellent oral and written language skills;
- Strong proficiency with MS Office, with the ability to easily learn new software programs;
- Ability to exercise sound judgement, tact and diplomacy;
- Passionate about people, service, and continuous improvement;
- Respect for privacy and confidentiality;
- A clean Criminal Record Check including a vulnerable sector check in good standing; and
- The ability to speak another language an asset.

NOTE: The above job description reflects management's assignment of the most essential functions of the job classification. It does not prescribe or restrict the tasks that may be assigned nor is it intended to be an exhaustive list of all responsibilities and activities required of the position.