COLUMBIA COLLEGE
CAREER OPPORTUNITY
INTERNAL/EXTERNAL POSTING

POSITION: LINC/ESL Supervisor
                                                                          .
PROGRAM/DEPARTMENT   Language & Foundational Skills

REPORTING TO: Department Manager

HOURS: 40 per week

SALARY: Dependent   on   education   and
                                              experience

DEADLINE TO RECEIVE APPLICATIONS: Until the suitable candidate is found

DATE POSITION IS TO COMMENCE/END: TBD

QUALIFICATIONS:

This professional holds a recognized post-secondary degree from a university or college preferably in Teaching English as a Second Language, Education, or Linguistics, and has taken specific courses in teaching ESL. This individual needs to have at least 3 years of supervisory experience and ability to relate to other cultures. Evidence of continuous professional development to update the knowledge of current practices and resources in the field is important. Training in Portfolio Based Language Assessment (PBLA) and previous experience with Canadian Language Benchmarks are required. This individual values diversity and has strong commitment to life-long learning. **This position requires strong time management skills and ability to work in a fast paced environment.**

RESPONSIBILITIES:

This professional plays an important role in the day to day operation of the LINC/ESL programs. This position will assist the department manager in planning, facilitation, and assessment of the programs while overseeing the service delivery to ensure the needs of the stakeholders are met. The Program Supervisor requires to have a sound and current knowledge of the government funded language training programs and be able to work towards achieving outstanding outcomes in service delivery through collaborative approaches. This individual is responsible to enhance service delivery, meet the program reporting requirements and assist with implementing new initiatives while improving effectiveness in current programming.

Interested candidates should submit a cover letter and resume to Fariba Mohammadi at esl@columbia.ab.ca or fax to (403) 272-3805. Only qualified individuals considered for this position will be contacted. Particulars to this position will be discussed at an interview.

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Columbia College
Position Description

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are *essential* or *mandatory*.
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Position Title:	LINC-ESL Program Supervisor
Program/Department Name:	Language and Foundational Skills
Reporting to:	Under the supervision of the department chair/manager, this professional will be responsible for the effective delivery of Language & Foundational Skills Programs. This position will assist the department manager in coordination, supervision and support in service delivery. The Program Supervisor will be directly engaged in building effective program delivery methods and supporting the respective facilitators in providing high quality education to the participating students whose first language is not English. They will be responsible for keeping abreast of ongoing changes in his/her industry and reflect what he/she has learned through recommended changes to the service delivery.
Organizational Structure:	This individual will work in a flat organization structure consisting of one direct supervisor, a number of program peers and other organizational specialists.
Qualifications and Experience:	Minimum Bachelor's Degree in Education or similar fields An ESL diploma/certificate (or similar) ESL teaching experience to adults (minimum 3 years) Training in Portfolio Based Language Assessment Familiar with government funded programming Demonstrated previous history of supervisory or management experience Superior communication and leadership skills Current knowledge of ESL pedagogy, resources, and curriculum Knowledge, training, and experience in the use of computer technology to deliver programs Demonstrated knowledge of issues facing new Canadians; ability to work effectively with this diverse population Excellent time management skills and ability to work in a fast paced work environment Comfort with innovation and change Drive and determination to achieve results/outcome oriented and visionary
Roles and Responsibilities: **Roles and Responsibilities:**	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part as to his/her roles and responsibilities as well as a commitment to fulfilling said responsibilities. As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First, is the College's Professional

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	Code of Conduct. This is followed by a list of specific roles and responsibilities. The Professional Code of Conduct is included in every position description at the College. The specific roles and responsibilities are specific to this position.
	Employees are expected to conduct themselves in a manner commensurate with their roles and responsibilities that follow. Employee performance reviews will be based on these roles and responsibilities.
	Columbia's goal in education is to produce graduates who are rated by employers as above average to excellent performers in their field of training.
	All responsibilities below will be carried out under the general direction and supervision of your supervisor. In consideration of this, the LINC-ESL Supervisor will:

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity

1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others

1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work

1.4 Is compassionate, caring, and finds meaning and fulfillment in their work

1.5 Tries to be constructive, pro-active, and acts as a protagonist

1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world

1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences

1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences

1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner

1.10 Contributes to the organization via volunteering, coaching, and mentoring others

1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)

2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered

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2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
3.2 Functions well in ambiguous situations
3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

4.1 Demonstrates effective listening, speaking, and writing skills
4.2 Helps to keep team members informed of changes in the department and/or organization
4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
4.4 Respects others privacy and confidentiality (does not engage in gossip)
4.5 Maintains emotional control and encourages others to do the same
4.6 Deals with difficult situations and sensitive issues in a professional manner
4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
5.2 Shares newly developed approaches based on leading edge research
5.3 Monitors changes and makes or recommends needed adjustments

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5.4 Keeps informed about changes affecting their profession, department, organization, and industry

5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges

6.2 Helps others to view problems and concerns as challenges and even opportunities

6.3 Seeks input from those affected by work-related or customer-based problems

6.4 Is more effective when they actually identify the problem as opposed to a symptom

6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking

6.6 Objectively determines the most efficient and effective solution to each problem/challenge

6.7 Tries to make fair and just decisions that contribute to the common good

6.8 Effectively implements solutions in a timely manner

6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

7.1 Is more creative by asking 'why' and more innovative by asking 'what if'

7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.

8.2 Effectively uses conflict resolution and problem solving techniques

8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions

8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges

9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities

9.3 Maintains an organized office, desk, files, documents, and working environment

9.4 Is prepared in advance for appointments and meetings (meeting etiquette)

9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)

9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

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10.0   Stress Management

10.1   Maintains composure under pressure and draws on their internal strength to succeed during difficult times
10.2   Effectively deals with negative situations in a positive manner
10.3   Maintains a balance between personal and professional life
10.4   Maintains a positive, focused, and more productive environment by reducing negative stress

11.0   Leadership Style

11.1   Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
11.2   Encourages others to adopt a positive leadership style (does not use threats or punishment)
11.3   Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
11.4   Coaches, advises, mentors, and counsels others where appropriate
11.5   Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
11.6   Brings out the best in others which helps them channel their energy and experience greater satisfaction
11.7   Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
11.8   Networks with others outside the organization and builds relationships that will benefit the organization
11.9   Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
11.10   Builds a sense of shared values that bind others to a common cause and/or direction
11.11   Encourages and promotes a culture based on trust and respect

12.0   Performance

12.1   Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
12.2   Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
12.3   Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
12.4   Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0   Leadership Duties

13.1   Oversee the effective day to day delivery of LINC/ESL programs and courses; provide supervision in these areas.

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13.2 Assist the department manager and work on building programs that respond to the needs of individuals and the community.

13.3 Maintain strong working relationships with program facilitators and understand how to support their facilitation needs.

13.4 Design, develop, and facilitate specialized courses/curriculum/workshops/presentations/guest speakers to enhance the students' educational and professional development.

13.5 Support effective delivery of the programs with the assistance of faculty and program administrative assistants.

13.6 Closely collaborate with the LINC Coordinator, Curriculum Specialist, and Learner Specialist in enhancing programming and increasing efficiency in processes.

13.7 Assist the department manager in building strong community engagement relationship with all stakeholders including but not limited to ILVARC Advisory and LINC City Service Providers'.

13.8 Research current trends and information regarding English language training, programs and courses, maintaining continual current knowledge in this field.

13.9 Provide leadership and direct involvement in utilizing technology for learning. This would include hybrid classrooms, multi-level delivery and online courses/programs.

13.10 Help develop/implement an annual plan for these programs, and regularly report to the department manager as to the progress and achievement of results/outcomes.

13.11 Assist in providing professional development training opportunities to faculty and other stakeholders with respect to best practices to support student success and retention in these programs.

13.12 Supervise the PBLA Lead Teachers, provide planning, leadership and direction for all implementation requirements.

13.13 Review and revise LINC New Students' Guidelines, Handbooks, and attendance policies.

13.14 Assist with the LINC New Students' Orientation Sessions every semester.

13.15 Monitor, review and approve student progress reporting.

13.16 Collect quantitative and qualitative data, provide an analysis of such data, make recommendations based on data and other factors, and provide the manager with reports on progress in reaching outcomes.

13.17 Provide regular supervision of faculty, assist with classroom observation and evaluate performance.

13.18 Ensure all the reporting requirements are in place by communicating with LINC administration and reporting to the manager.

13.19 Review and Revise Facilitators' Handbook.

13.20 Assist with responding to student issues on a day-to-day basis as required.

13.21 Assist in the writing of proposals for new programs and courses.

13.22 Meet regularly with the department manager to review such areas as program/course development, enrollment numbers, student progress and faculty development.

13.23 Provide regular reports to the manager for submission to the funder as required.

13.24 Coordinate communication with faculty.

13.25 Continuously monitor the implementation of government policies in program delivery.

13.26 Assist with new resources, books, and classroom instructional materials. Coordinate with book store to put order for ESL textbooks.

13.27 Support Administration with Childcare Centre requirements in processing students' documents and their children's enrollment.

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13.28   Act as a substitute instructor when needed.

14.0   Administrative Duties

14.1   Revise/edit/create/assist in developing current program-related documents.

14.2   Ensure iCARE entries are up to date (Waitlists, Community Connections, Childcare…)

14.3   Assist with reviewing faculty assignment and prepare assignments for each semester in an efficient and timely manner.

14.4   Develop, update and maintain a yearly delivery schedule of semesters/courses and their associated syllabi.

14.5   Assist with hiring new employees and facilitators, i.e. interviewing/reference checks...

14.6   With stakeholders' input develop key dates for each semester.

14.7   Review and monitor data entry in iCARE as needed and requested by the funder/management.

14.8   Assist with Community Connection requirements of LINC, work closely with the Evening LINC Coordinator to ensure presenters/community contacts from various organizations are involved in the program delivery.

14.9   Work closely with program administrative staff to conduct and ensure the intake, registration, data collection, progress reports and certificate processes are complete and accurate

14.10   Handle general phone calls and/or messages from stakeholders and students.

14.11   Sign off timesheets.

14.12   Ensure faculty has the required resources for each semester.

14.13   Monitor and ensure the accurate and timely entry of attendance and grades data according to Registrar's office guidelines and iCARE requirements.

14.14   Request Customer Satisfaction Surveys and manage the process. Ensure program/facilitator surveys are completed and submitted to the Registrar's office prior to the end of a semester.

14.15   In a timely manner ensure classroom space and lab time is available and booked for student/facilitator use.

14.16   Other duties as assigned.

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