



Position Title: Settlement Community Connection Coordinator
Reports to: Director of Settlement & Integration
Position Location: 4460 Beresford St. #100, Burnaby, British Columbia
Hours of Work: 21-30 hours per week, flexible schedule Monday-Friday with some Evenings and weekends
Starting Wage: \$25.06 per hour plus benefits package

The Burnaby Neighbourhood House (BNH) is a community-based social service non-profit agency that provides programs and services in response to identified community needs. The Settlement and Integration Program of BNH is providing a range of direct services to newcomer individuals, families and providing group information and orientation sessions to address the immediate settlement needs and support the long-term participation of newcomers in their new communities.

Overview of the Position:

The Settlement Program & Community Connection Coordinator is an integral member of the settlement team responsible for creating a welcoming and inclusive environment for newcomers, immigrants and refugees of all ages and backgrounds. The role involves team work with the co-Community Connection Coordinator, Case Managers, Program Assistant, and other members of the team and BNH programs; to advance the quality of services, enhance collaboration and cross-referrals, facilitate community engagement opportunities for newcomers, and remove barriers for newcomers participation in their new communities.

Duties and Responsibilities:

- Maintain quality services and review current systems to identify and resolve any issues.
- Support the Case Managers with the planning and delivery of targeted activities for newcomers, including multi-barriered cases, program outputs and outcomes, and consistency of monitoring and evaluations of the action plans and reports.
- Coordinate the contracted position for interpretation, translation, and facilitation services, and support services for newcomers, including childminding, transportation, and language support.
- Facilitate and expand opportunities for newcomers to engage, connect and actively participate in the community.
- Design and implement outreach strategies, collaborative initiatives, and activities to engage staff, volunteers, and participants in growing welcoming and inclusive communities.
- Facilitate local committees to organize monthly events that promote cross-cultural understanding and connections through a Justice, Equity, Diversity and Inclusion (JEDI) lens.
- Monitor and evaluate newcomer community engagement and provide feedback, and prepare narratives and statistical reports.
- Represent the program in collaborative initiatives with other service providers.
- Support with removing barriers for newcomers, such as language, to access BNH and other community programs, by coordination of the Language Broker project, and collaboration with the Multi-lingual Volunteer Support Services, including provision of training and ongoing support.
- Undertake any other tasks as assigned within the scope of the position.

Qualifications and Experience:

- Lived and work experiences related to migration and immigration processes.
- Strong teamwork, feedback, and stress management skills.
- Degree or diploma in counseling and social services or 2-3 years equivalent experience.
- Project management, administration, and coordination skills and experiences.
- Strong written and interpersonal communication skills.
- Knowledge/awareness of issues surrounding diversity and multiculturalism.
- Familiarity with non-profit and community agencies.

- Personal and professional experience in settlement and integration of newcomers in Canada.
- Knowledge of JEDI and anti-oppression frameworks, mental health, and trauma-informed practices.
- Fluency in English and an additional language.
- Current satisfactory Criminal Records Check and Standard First Aid certification.
- Passion for helping people to have safe space and find a sense of belonging.
- Foster understanding of settlement and integration process, and bring an anti-oppression lens.

Skills/Abilities:

- Excellent organizational skills, including time management and prioritization.
- Strong problem-solving and conflict-resolution skills.
- Ability to work independently and as part of a team.
- Experience in data management and analysis.
- Knowledge of community resources related to settlement of newcomers, and relevant networks for referrals.
- Proficient in Microsoft Office, Google suite, and iCARE system.
- Ability to work flexible hours including evenings and weekends.
- Cultural competency and an understanding of different cultures and backgrounds.
- Ability to establish and maintain effective relationships with a wide range of stakeholders.
- Understanding of the settlement and integration process for newcomers in Canada.
- Ability to communicate effectively in a multicultural and multilingual environment.

If you are interested in this opportunity, please submit your Resume and cover letter at simoneg@burnabynh.ca by December 10th, 2023.

We thank all applicants, however, only shortlisted applicants will be contacted