



## JOB POSTING

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| <b>Position Title:</b>    | <b>Settlement Community Connection Coordinator/Manager</b>                                    |
| <b>Reports to:</b>        | Director of Settlement & Integration  |
| <b>Position Location:</b> | 4460 Beresford St. #100, Burnaby, British Columbia  |
| <b>Hours of Work:</b>     | 30-35 hours per week, flexible schedule Monday-Friday with some evenings and weekends         |
| <b>Starting Wage:</b>     | \$26.53-28.14 per hour (depending on qualifications and experiences)<br>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 Community Connection Coordinator/Manager is an integral member of the settlement team responsible for creating a welcoming and inclusive environment for newcomer 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 other 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 and monitor the Case Managers' plans and delivery of targeted activities for newcomers, including multi-barriered cases, settlement action plans, and program outputs and outcomes.
- Coordinate and oversee the contracted positions for interpretation, translation, and facilitation services, and support services for newcomers, including childminding, transportation, and language support.
- Manage, facilitate and expand opportunities for newcomers to engage, connect and actively participate in the community, by navigating and collaborating with BNH and local community programs.
- Partial budgetary planning responsibility and accountability for settlement group sessions.
- 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.
- Participate in the JEDI Committee of BNH.
- Co-coordinate the settlement community connection and youth targeted activities.

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*Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (səlilwətaʔ), Kwikwetlem (kʷikwəʔləm), Squamish (Sḵw̱xwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.*



- Monitor and evaluate newcomer community engagement activities 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.
- Experiences in settlement case management and service delivery to newcomers.
- 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, analysis, budgeting, and financial management.
- Knowledge of community resources related to settlement of newcomers, and relevant networks for referrals.
- Staff coaching, training and managerial skills.
- 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 [gulalah@burnabynh.ca](mailto:gulalah@burnabynh.ca) by July 21, 2024.

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

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