



Position Title:	Program Manager, Settlement and Integration
Reports to:	Director of Settlement & Integration
Position Location:	4460 Beresford St. #100, Burnaby, British Columbia
Hours of Work:	30 hours per week, flexible schedule Monday-Friday with some Evenings and weekends
Pay Range:	\$27.60 - \$29.28 per hour plus benefits package
Starting date:	April 1, 2025

The Burnaby Neighbourhood House (BNH) is a community-based social service non-profit agency welcomes and connects neighbours while also offering low barrier programs and supports to address community needs. The BNH Settlement and Integration Program offers 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 Program Manager for Settlement and Integration is an integral member of the settlement team and other teams across BNH, responsible for creating a welcoming and inclusive environment for newcomers immigrants and refugees of all ages and backgrounds. The role involves fostering strong relationships within the BNH program teams to facilitate engagement and support a collective approach that will advance the quality of services, enhance collaboration and cross-referrals, facilitate outreach and community engagement opportunities for newcomers, and remove barriers for newcomers' participation in their new communities. This position will work with the Director of Settlement and Integration to support the teams across BNH to create new ways for currently disconnected newcomer in Burnaby to engage, participate, and increase their voice and agency.

Duties and Responsibilities

Community Navigation:

- Increase newcomer resident awareness, involvement, and advocacy in community planning processes that impact the neighbourhood;
- Assist in the development of settlement materials for newcomers (flyers, google/Facebook ad, Instagram, TikTok) and survey questions in different languages of the underrepresented newcomer populations in Burnaby;
- Work alongside the Director and team in tracking and reviewing engagement analytics, including social media, email marketing, media, program registrations to inform quarterly updates and marketing strategy;
- Conduct training sessions for newcomer residents to participate in civic processes and have their voices heard by stakeholders and decision makers at all levels of government;
- Engage in evaluation activities to extract testimonials, impact metrics and lessons learned to inform engagement strategies, and to strengthen organizational processes/content;
- Collate asset mapping documents and share them with stakeholders and decision makers;



Program monitoring and evaluation:

- Maintain quality services and review current systems to identify and resolve any issues.
- Support the Team with planning and delivery of targeted activities for newcomers, including program outputs and outcomes, and consistency of monitoring and evaluations of the action plans and reports.
- Assist the team in the recruitment, orientation and supervision of contractors, volunteers, practicum students and neighbourhood committees.
- Design and implement outreach strategies, collaborative initiatives, and activities to engage staff, volunteers, and participants in growing welcoming and inclusive communities for newcomers.
- 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.
- Work alongside academics and the Director to prepare grant applications and proposals;
- Identify hubs for community engagement activities and post flyers.

Collaboration and Cross-referrals:

- Represent the program in collaborative initiatives with other service providers and BNH committees.
- Identify events that are happening in the neighbourhood; set up information booths, deliver information sessions to showcase BNH, and support, inclusion and anti-racism initiatives.
- Addressing barriers to participation for newcomers, such as language in accessing BNH supports and other community programs, through a coordination team approach.
- Undertake any other tasks as assigned within the scope of the position.
- Facilitate dialogues and community engagement processes that will deepen the shared understanding of the issues at hand.
- Engage with diverse communities, Indigenous leaders, residents, racialized and underrepresented people.

Qualifications, Experience and skills:

- Lived and work experiences related to migration and immigration processes.
- 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.
- Completion of a bachelor's degree and/or equivalent work experience in the field with at least 2 years of work experience in community development and engagement.
- Familiarity and comfort with community-based engagement practices.
- Strong writing skills, ability to produce anecdotal/activity reports and manage collected data.
- Outstanding communication skills; be fluent (written and verbal) in English and an additional language.
- Strong abilities to facilitate neighbourhood asset mapping, engage diverse community members and synthesize their feedback.
- Excellent computer skills and experience in managing and creating digital content for social media.
- An adaptable problem solver, comfortable fostering a collaborative environment among program teams and stakeholders.
- Knowledge of anti-oppression, anti-racism, systems change and strengths-based approaches.



- Strong teamwork, feedback, and stress management skills.
- Project management, organization, problem solving, time management, and prioritization skills.
- Experience in data management and analysis and proficient in Microsoft Office, Google suite, and iCARE system.
- Current satisfactory Criminal Records Check and Standard First Aid certification.
- Familiarity with Neighbourhood House model an asset.

Please send cover letter and resume with subject line “Program Manager, Settlement and Integration” by March 26, 2025 to BNH Hiring: simoneg@burnabynh.ca

BNH is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to apply.

We thank all applicants, however, only short-listed applicants will be contacted.