

January 2026



JOB DESCRIPTION

Welcoming Place Navigator

Burnaby Neighbourhood House is a non-profit organization, offering a wide range of supportive programs and services that address the diverse needs of local residents. Located on the traditional, unceded territories of the Coast Salish Nations, we are a volunteer driven community-funded agency with a unique focus on neighbours supporting neighbours.

It's a key position that requires a positive, enthusiastic individual who will provide leadership in the front reception to create a welcoming and inclusive environment and will support the overall coordination functions of the office.

General Duties and Responsibilities:

- Promote Neighbourhood House program philosophy by ensuring programs have the opportunities to interconnect and achieve participant integration across program areas.
- Oversee the front reception including phone, hospitality service, resource and referral services, membership processing and database maintenance and welcoming place.
- Provide support, supervision, training, orientation and scheduling of office and engagement volunteers.
- Handle simple cash transactions such as collecting payment, issuing receipts, etc
- Create the physical welcoming space: coffee and tea, furniture, celebration of holidays and events.
- Provide clerical and administrative support to the management and staff: Arrange meetings, schedule appointment, room booking and prepare agendas and take minutes at meeting as required.
- Perform other duties as required.

Qualifications:

- Degree or diploma in social services or equivalent work/education experience
- Excellent cross-cultural communication and interpersonal skills.
- Experience working with and providing support to volunteers
- Knowledge and awareness of issues surrounding diversity and multiculturalism.
- Excellent computer skills and experience.
- Excellent organizational skills and experience with maintaining office systems.
- Ability to work in a busy and interruptive work environment.
- Ability to work independently and as part of a team.
- Experience working in a community-based organization an asset.
- First Aid certification
- Second language an asset.

Accountability: This position reports to the Program Director

Hours & Pay Rate: 20 Hours per week. **\$23.86/hr.**

Extended Health benefit package (after 3 months). This position is a one year term position, and renewable based on available funding.

Start Date: As soon as possible

Deadline: Until position filled

To apply please Email resume to: simoneg@burnabynh.ca

Thank you for your interest in this position, however, only short-listed candidates will be contacted.

No phone calls please