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JOB Description

Settlement and Integration Senior Coordinator – Service Delivery

The **Settlement and Integration Senior Coordinator (Service Delivery)** plays a vital role in creating inclusive and supportive environments for newcomer immigrants and refugees. The position involves enhancing service delivery, supporting case management, and ensuring accessibility for all participants. Through collaboration and leadership, the Senior Coordinator fosters cross-cultural understanding and promotes full inclusion in Canadian society.

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.

Burnaby Neighbourhood House is a multi service agency, seeks an experienced Settlement Worker/Case Manager to fulfill a range of services and support to newcomer immigrants and refugees in Canada.

General Duties and Responsibilities:

Service Quality and Delivery:

- Maintain high-quality services for newcomers by reviewing and improving current systems
- Resolve challenges that hinder effective service delivery
- Oversee and support Settlement Workers in managing high-need, multi-barriered cases.

Resource and Team Management:

- Provide Settlement team with access to tools and resources needed for effective client support.
- Co-Manage team efforts to achieve IRCC annual targets and ensure balanced service delivery
- Support contractors in interpretation, translation, and facilitation roles with the training and resources
- Recruit, train, coach, and Co-Manage team to ensure high performance and professional growth
- Co-manage staff planning, implementing, evaluating, and adapting settlement and community programs
- Co-manage regular performance evaluations and support staff development

Planning and Evaluation:

- Co-manage development and oversee annual program work plans, outcome frameworks, and reporting systems
- Ensure funder and contract deliverables are met and policies are implemented effectively



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- Maintain and monitor client files, records, and statistical systems in compliance with the relevant regulations
- Monitor and evaluate program delivery for quality assurance and to meet target deliverables

Community Engagement and Outreach:

- Facilitate opportunities for newcomers to engage in community programs using local resources and networks
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- Develop and implement outreach strategies to promote program services to staff, volunteers and community members
- Organize and participate in community events to promote cross cultural understanding using the Justice, Equity, Diversity, and Inclusion (JEDI) framework.

Barrier Removal and Volunteer Engagement:

- Address barriers such as language and access through multi-lingual volunteers, contractors and tailored training
- Recruit, support, and monitor newcomer volunteers, providing feedback and ensuring meaningful participation

Collaboration and Representation:

- Collaborate with internal and external programs to ensure a seamless newcomer experience
- Represent the programs in collaborative initiatives and partnerships with other service providers
- Promote the Neighbourhood House philosophy by ensuring programs foster opportunities for interconnecting and client integration

Administrative Responsibilities:

- Provide regular updates to the Executive Director
- Ensure policies and practices for record-keeping, program delivery, and reporting are in place and followed
- Undertake additional duties with the scope of the role as required

Qualifications:

- Personal or professional experience in migration or immigration processes.
- Degree or diploma in counseling, social services, or equivalent experience.
- Experience in project management, settlement case management, and service delivery.
- Knowledge of diversity, multiculturalism, and the JEDI framework.



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- Familiarity with trauma-informed practices and mental health support.
- Experience with non-profit and community agency work.
- Fluency in English and an additional language is preferred.
- Current Criminal Records Check and Standard First Aid certification.

Skills and Abilities:

- Organizational Skills: Excellent time management, multitasking, and prioritization abilities.
- Communication: Strong written and oral communication in multilingual and multicultural settings.
- Cultural Competency: Deep understanding of cultural diversity and its impact on service delivery.
- Leadership: Effective staff coaching, training, and supervision capabilities.
- Problem-Solving: Skilled in conflict resolution and identifying practical solutions.
- Data Management: Proficiency in iCARE, Microsoft Office, and Google Suite for data collection, analysis, and reporting.
- Teamwork and Flexibility: Ability to work independently and collaboratively, with a willingness to work evenings and weekends.
- Passion for creating safe spaces and fostering a sense of belonging for newcomers.
- Commitment to justice, equity, diversity, and inclusion in all aspects of the role.
- Support the IRCC vision based on the CORE Principles of: Clients-Centered; Outcomes-Drivers; Responsive to Needs; and Effective Use of Resources

Location: BNH South House – 4460 Beresford Street, Burnaby

Accountability: This position reports to the Executive Director.

Hours & Pay Rate: 35 hours per week. \$30.16 per hour, plus enrollment in a benefits package following probationary period. This role is until March 31, 2027 subject to funding

Start Date: September 1, 2026

Deadline: August 21, 2026

To apply please Email resume and cover letter to: MikaelaT@burnabynh.ca

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

No phone calls please