

Position Title:	Community Connections Lead
Department:	Settlement & Employment
Reports to:	Manager of Settlement & Employment Services
Contract Dates:	April 1 st , 2019 - March 31 st , 2020 (Contract renewal subject to funding)

Join our Team

The North Shore Multicultural Society (NSMS) has provided services to the North Shore community for over 28 years. We are a mid-sized not for profit organization with 70+ staff and play a leading role to support immigrants to thrive economically and socially on the North Shore. With values of diversity, excellence, and respect, NSMS is not only an effective immigrant services provider but also an exciting and welcoming place to work.

Summary

This role is a leadership position and is responsible for programming and services which link new immigrants to the broader community. The position also coordinates the NSMS volunteer program and provides opportunities for both immigrants and longer-term residents to volunteer with NSMS and in the broader community. It is a stepping-stone for further development in not for profit management roles.

Key Responsibilities

- Development, oversight, and delivery of Community Connections programming and English Conversation Circles to meet emerging needs of newcomers. This includes planning and implementing opportunities for newcomers to engage with local services (recreation, library, outdoor, emergency services) and local events (potlucks, community celebrations) and to engage in community learning and civic engagement opportunities (Truth and Reconciliation activities, community dialogues, and advisory groups)
- Development and coordination of the NSMS volunteer program- including developing group volunteering opportunities in the community for newcomers and providing opportunities for newcomers and local residents to volunteer with NSMS services (LINC classes, out-trips, conversation circles etc.)
- Partnership development- with a focus on the inclusion and engagement of newcomers
- In collaboration with the Manager of Settlement and Employment, develop and implement risk management practices for volunteers and clients
- Event coordination for events that link newcomers to the wider community and promote the inclusion of immigrants
- Provide direct service to clients as needed
- Adhere to onsite Health and Safety Procedures
- Other related duties as required

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement NSMS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of the North Shore Multicultural Society. Engages people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of NSMS. Champions organizational change.
- **Building the Organizational Team.** Recognizes that the leader alone cannot get the job done; coaches staff and volunteers to meet the mission of NSMS. Builds successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

Minimum Qualifications

- Post-secondary education in community development, community engagement, HR or similar field.
- Education and training in volunteer management, adult education, or ESL is considered an asset
- 2+ years experience with volunteer coordination
- Experience working with individuals from diverse cultural backgrounds



Job Posting

Additional Information

Hours: 35 hours / week

Salary Range: \$26.50 - \$30.00 per hour dependent on experience

Posted until filled.

Please send resume and cover letter to:

Hiring Committee

North Shore Multicultural Society

#207-123 East 15th Street

North Vancouver, B.C. V7L 2P7

Email: hr@nsms.ca

Reference: Community Connections Lead in Subject Line

North Shore Multicultural Society is an Equal Opportunity Employer. Only short-listed applicants will be contacted. No phone calls please.