



Organization: Vancouver Association for Survivors of Torture (VAST)

Title: Outreach Coordinator for Newcomers in the DTES

Hours: Temporary Part-Time (2 days, 16 hours per week) position

Start Date: August 1, 2020

Our Mission at VAST: BC's largest centre for refugee mental health, VAST supports the mental health of more than 500 people with significant trauma arriving from over 100 countries throughout Africa, Asia, Eastern Europe, and Latin America. Founded on the conviction that healing is an act of resistance, we have for over 34 years employed a province-leading model of trauma-informed practice in an open, non-violent space. The result: resilient, inclusive community amongst newcomers. We support newcomer survivors - those afflicted by trauma resulting from torture, political violence, and other forms of persecution on the basis of race, religion, gender identity, and sexual orientation. We facilitate a range of programs including individual and group trauma-informed counselling, capacity building workshops and initiatives to strengthen the BC refugee mental health sector, psycho-legal documentation for refugee claimants, and advocacy to governmental institutions. Our services are offered in 26 languages, including permanent staff speaking Arabic, Farsi, French, Mandarin, and Spanish. VAST is BC's only Torture Treatment centre, a member of the International Rehabilitation Council for Victims of Torture, and the only agency in Canada funded by the UN's Fund for Victims of Torture.

Position overview: The Outreach Coordinator will work primarily in the DTES in a public-facing role. They will be responsible for working with VAST partners: Belkin House, Lookout, UGM, Watari, the DUDES Club, the DTES Women's Center, WISH, Atira, and others, to provide onsite support and connections for vulnerable newcomers. We hear frequently from our partners that Refugees, Refugee Claimants, Temporary foreign workers, and other newcomers are frequently arriving in the DTES, and getting exposed to high degrees of risk that they may not always be comfortable navigating. The outreach coordinator will invite these individuals to attend support groups and access individual supports, whether counseling, or otherwise, at one of VAST's offices, or online. The outreach coordinator will also provide vital orientation information, in multiple languages, to newcomers who may not be aware of both challenges and opportunities in the DTES related to housing, health, substance use, social networks, and other sources of social support.

Roles & Responsibilities include, but not limited to:

- Liaise with partner organizations to recognize and outreach to vulnerable newcomers residing temporarily or permanently in the DTES
- Collaborate with the VAST Intake team to conduct intake interviews to recognize the individuals' needs

- Provide orientation information and a warm caring support, as well as connections to mental health supports
- Make referrals to VAST or other service providers accordingly
- Tailor short- and long-term action plans for each individual and monitor the progress
- Constantly update the information about the services provided to newcomers

Qualifications and skill Requirements

- Excellent communication skills (both oral and written) with ability to express complex ideas clearly
- Public engagement and facilitation skills
- Experience in strategic partnership development (preferably in the non-profit sector) and relationship building
- Ability to foster strong working relationships with individuals at all organizational levels, with a focus on client satisfaction
- Knowledge of the refugee and refugee claimant application process, the needs and barriers
- Experience in working with vulnerable individuals, preferably in DTES
- Knowledge of the services provided for vulnerable newcomers in Metro Vancouver
- Knowledge or experience in trauma-informed counselling/practice
- Excellent organization skills and attention to details
- Experience in administrative/scheduling
- Ability to work effectively as a member of a diverse team
- Knowledge of at least one additional language
- Fluency with technology and/or software to create training and advocacy materials (PowerPoint, photography, video, audio, etc.)
- Life experience would be an asset

If you are comfortable navigating the DTES, have experience creating relationships with individuals living in economic/housing precarity, or living with mental health and substance abuse issues, and some understanding or experience of the refugee/immigration landscape in Vancouver (particularly in the DTES), we'd love to hear from you!

Please submit a resume and cover letter to hr@vast-vancouver.ca

Closing Date: A review of applications will be on a continual basis while the posting is open

Salary Rate: \$25/hour - Can increase as the position progresses

1-year contract (August 1st 2020 – July 31st 2021) - Renewal subject to performance

Equal Opportunity Statement: As an organization founded upon the conviction that healing is an act of resistance and upon a strong anti-oppression framework, we do not discriminate on the basis of political violence, nor upon any other forms of persecution, whether on the basis of income, class race, colour, language, national origin, religion, gender identity, sexual orientation, or disability. Persons with lived experience in mental health and/or migration are especially encouraged to apply.