



S.U.C.C.E.S.S.

Best Practices Coordinator (12665)

Closing date: March 3rd 2023

URL: <https://successbc.bamboohr.com/careers/147?source=aWQ9Mjg%3D>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Job Type:	Best Practices Coordinator	Job Number:	12665
Salary:	\$33 per hour	Hours:	35 hours per week
Location:	Vancouver BC		

Division: Settlement & Family Services

Employment Type: Permanent Full-Time

Number of Position: 1

Reports to: Program Director

About the Position: The Best Practices Coordinator provides support to each Immigrant Settlement and Integration Program (ISIP) Contribution Agreement. This position ensures that services are applying and practicing current and emerging best practices across Immigration, Refugees and Citizenship Canada (IRCC) settlement service streams. The position is responsible for developing current service models to meet emerging multi-barriered client needs, while compliant with contract, agency, and accreditation standards, and supporting staff training and coaching. The ISIP Best Practices Coordinator also assists with the evaluation and analysis of service delivery, service models, client flows, and making recommendations for service development.



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Key Duties & Responsibilities:

Service Delivery Support

- Supports ISIP staff to deliver services in accordance with current and emerging best practice standards of settlement services

Training and Coaching

- Provides ISIP frontline staff with service training and coaching to ensure high quality service delivery through a trauma-informed and anti-oppressive lens
- Assists with the development and coordination of core and additional professional training for ISIP staff to ensure service delivery excellence

Research and Resource Development

- Researches and prepares information on best practices and core competencies to assist program policy development and strengthen program delivery models for multi-barriered clients to ensure that high-quality service outcomes are consistent with IRCC, agency, and accreditation standards
- Assists with development of operational procedures and manuals in accordance with current and emerging best practice standards
- Researches and prepares information relating to immigration and settlement trends, including mental health & wellness of multi-barriered newcomers in BC and Canada
- Develops partnerships with training and best practice experts in the areas of settlement, crisis intervention, mental health & wellness, and diversity, equity & inclusion

Data Collection, Analysis, and Evaluation

- Collects, collates, and assists with the reporting of program data
- Supports evaluation and analysis of service delivery,



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service models, service activities, and client flows

- Makes recommendations to improve services in order to more effectively and efficiently serve multi-barriered clients in achieving their settlement goals
- Performs other related assignments as required by the Program Director

Qualifications & Experience:

- Bachelor's degree in Social Work, Counselling or in a related field
- Experience working with multi-barriered individuals
- Training in Trauma-Informed and Anti-Oppressive Practices is an asset
- Knowledge of settlement service delivery models and terminology
- Knowledge of adult education methodologies

Job Skills & Abilities:

- Excellent verbal and written communication skills
- Excellent critical and analytical thinking skills
- Excellent interpersonal, organization and administrative skills
- Excellent technical skills in MS Office Suite
- Ability to understand contract management systems
- Ability to handle concurrent assignments and meet tight deadlines
- Ability to work independently and within a team context

Other Requirements:

- Criminal record check required
- Occasional travelling may be required
- Occasional work on evenings and/or weekends may be required



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About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x^wməθk^wəy'əm (Musqueam), Sk^wxwú7mesh (Squamish), and Səl'ílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

Interested candidates please apply by 11:59PM March 3rd 2023, <https://successbc.bamboohr.com/careers/147?source=aWQ9Mjg%3D>

While we appreciate all applications, only those selected for an interview will be contacted.