



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

Program Coordinator (12698)

Closing date: February 21, 2023

URL: <https://successbc.bamboohr.com/careers/168?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: Program Coordinator	Job Number: 12698
Salary: \$32.00 per hour	Hours: 35 hours per week
Location: Vancouver, BC	

Division: Integrated Services for Newcomers

Program: Operation Welcome Home

Type of Employment: Regular Full-Time

Number of Position: 1

About the Position:

The Program Coordinator (PC) is responsible for the supervision and support of Liaison Workers within the Operation Welcome Home program. This position is accountable for daily operational support, service planning, reporting, and tracking of program activities. The PC will also assist the Director in providing planning and administrative support.

Reports to: Director of Integrated Services for Newcomers

Key Duties & Responsibilities:

- Supports and trains Liaison Workers to continually update their knowledge of the local conditions such as: available housing, settlement, the labour market, and immigration navigation for temporary residents



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- Organizes program activities to meet program outputs and optimize program outcomes
- Keeps up-to-date with changes affecting the OWH program (e.g. community and government services, policies and procedures), and distributes updated information to staff ensuring clients are provided with up-to-date settlement information
- Resolves disputes or complaints from clients or staff and escalates issues as necessary to the Director
- Liaises with community partners, agencies, and organizations for service collaborations such as space sharing, guest speaker invitations, and client referrals
- Plans program promotion strategies
- Provides program orientation to new team members
- Collaborates with funding proposal writing process and narrative reporting with the Director
- Delivers in-person and online one-on-one direct client services and group facilitation that supports the housing needs of eligible clients
- Communicates service trends, client needs, and priorities to the Director
- Assists with data collection and report writing for the program
- Leads the program's Performance Quality Improvement (PQI) procedures
- Submits accurate service records, statistics, and program reports to the Director
- Participates in internal and external meetings, agency events, and trainings as approved by the Director
- Performs other program related duties as assigned by the Director

Qualifications & Experience:

- Bachelor's Degree in Social or Human Sciences
- Knowledge of BC housing, settlement, immigration, and labour market information
- Knowledge of local resources available within the community
- Experience working with temporary residents and refugees
- Experience facilitating in-person/online workshops and special events
- Supervisory experiences are an asset



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Job Skills & Abilities:

- Excellent written and verbal communication skills
- Strong analytical skills
- Ability to work with individuals facing housing, immigration, settlement, and employment challenges
- Ability to work as a team or independently
- Ability to lead and supervise a team
- Ability to take initiative
- Ability to work in a fast-paced work environment
- Additional languages are considered assets

Supervisory Responsibility:

This position assists with recruitment, performance management and supervision of Liaison Workers within the program

Other Requirements:

- Criminal Record Check Required
- Occasional evening and weekend duties
- Frequent travel within service regions for program delivery required

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'ílwəta?/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.



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At S.U.C.C.E.S.S., we take care of our communities and our people!

Our staff is the source of our success and we make it a priority to ensure work-life balance for our staff. We offer a range competitive and comprehensive benefit packages to ensure the well-being our staff. Subject to the type of employment, benefit packages may include:

- paid time off 'monthly wellness days' (up to 12 days per year)
- additional agency holidays (3 additional statutory holidays)
- 2 weeks annual vacation (starting) and up to 5 weeks (maximum)
- company-funded pension (GRRSP)
- extended health & dental plan
- employee & family assistance programs
- access to wellness programs (such as subscription to Headspace) , and more

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 at:
<https://successbc.bamboohr.com/careers/168?source=aWQ9Mjg%3D> by 11:59pm February 21, 2023.

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