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## Mount Pleasant Neighbourhood House

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### Internal/External Posting Community Resource Navigator

**Posted Date:** March 4, 2024

**Closing Date:** March 18, 2024

Mount Pleasant Neighbourhood House (MPNH) is seeking a Community Resource Navigator. This position responds to information and referrals requests from community members to Mount Pleasant Neighbourhood House. This position will support with initial needs assessments, referrals, and be responsible for creating and/or maintaining resource lists for staff and community members. This position will coordinate group-based information workshops to community members on a wide range of topics, in collaboration with MPNH staff members from all teams and departments. The goal is to help community members be able to access and navigate resources, create an information and referral process for all walk-in individuals and community members, and enhance the information and referrals processes and work already done by staff.

#### Duties and Responsibilities

##### Information and Referrals:

- Provide information on community resources and initial screening/needs assessments to community members in the Mount Pleasant community.
- This position ensures timely and quality communication to each community member coming to MPNH in need of information on a wide range of resources, including community and government.
- Be responsible for providing needed information and resources to clients via phone, text, chat, email and/or face to face conversations that come to Mount Pleasant Neighbourhood House. Identify possible solutions to client's complex case scenarios.
- Work with MPNH staff across departments and teams to identify top areas of information and referral requests, and create collaborative information and referral processes to support walk-in community members, including individuals, families, newcomers, seniors, etc. Can include community-at-large workshops on range of topics, including financial literacy, housing resources, etc.
- Work with the Leadership Team to connect with local community services and create strong referral networks, processes and support with any service collaboration opportunities that arise.

##### Administration:

- Maintain service records and statistics, and is accountable for inputting accurate MPNH records-keeping systems. Complies with relevant organizational and funding regulations and policies.

##### Community Outreach:

- Outreach to and network to community resources to learn what resources are available in the neighbourhood, and to reconnect MPNH to local community agencies.
- Partner and build relationships with other service providers to be able to access broader service linkages for community members.
- Participate in MPNH and community events that provide opportunities for community connections, such as celebrations, festivals and fundraisers.
- Performs other related duties as required

#### Qualifications

- College/university diploma/degree in a relevant discipline (e.g. child and youth care, recreation, social work, community development, etc.), or equivalent education and experience
- At least 2 years' experience working with diverse community members in a dynamic and fast-paced setting, and ability to navigate complex situations with the public.
- Experience working with individuals and groups who face multiple systemic barriers and vulnerabilities.

- Experience working within a trauma-informed lens.
- Experience with developing informational workshops and facilitating group sessions.
- Broad knowledge of community resources available for community members.
- Oral and written proficiency in English, additional language spoken by community such as Tagalog, Spanish, Arabic, Cantonese, Mandarin, Vietnamese, Farsi/Dari is preferred.
- Demonstrated ability to collect statistical information for service monitoring and evaluation
- Successful criminal record check
- Standard First Aid Certificate
- Valid Class 4 or 5 Driver's License, an asset

**Compensation:** Starting hourly wage is \$25.38/hour. This is a regular part-time position at 3 days/week (21 hours/week) with group medical benefits and pension.

**To apply:**

All qualified individuals are encouraged to apply, with subject line "Community Resource Navigator" by 11:59pm on Monday, March 18, 2024. Please direct your cover letter and resume to Thanh Lam, Director of Newcomer Services at [tlam@mpnh.org](mailto:tlam@mpnh.org).

The Association of Neighbourhood Houses of BC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Only short-listed candidates will be contacted for an interview. No phone calls please.