



## Mount Pleasant Neighbourhood House

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### Internal/External Posting Manager of Newcomer Services

**Posted Date:** September 16, 2024 **Closing Date:** October 1, 2024

**Mount Pleasant Neighbourhood House (MPNH)** is seeking a **Manager of Newcomer Services**. This position supports the Director of Newcomer Services and is focused on management of provincial and federal settlement programs and contracts. This role also includes providing direct supervision and coaching to a team of multilingual, multicultural staff members working directly with newcomers from a variety of backgrounds.

The Manager will work with the Director of Newcomer Services to ensure services meet community needs, liaise with community partners, and foster collaboration and partnerships. This is an important leadership role in our organization which is focused on community development and empowerment. As a member of the senior leadership team, this individual contributes to the overall organization's mission, vision and organization-wide initiatives. **Please note that this is a primarily in-person position.**

### Duties and Responsibilities

#### Program Management:

- Provides contract management, oversight and coordination of provincial and federal newcomer programs provided by MPNH in collaboration with the Director of Newcomer Services.
- Demonstrates a strong understanding of the municipal, provincial and federal social policies, especially those pertaining to immigration.
- Initiates and manages a variety of activities, projects and community events as they pertain to newcomers' needs in the community.
- Monitors objectives, deliverables, and outcomes of the contractual requirements to meet funders' expectations. Reports any service gaps and/or compliance issues to the Director and assists in addressing these gaps.
- Performs administrative functions as required to ensure compliance with services contracts and grants. These include assisting with budgets, monitoring program revenues and expenses, collecting statistics, collecting stories of impact, and preparing reports for funders.
- Works with Director to develop and prepare funding proposals and identify new funding opportunities to support project leads in sustaining community-based activities.

#### Human Resources/Staff Supervision:

- Oversees orienting, coaching, supervising, and other HR processes in consultation with the Director of Settlement Services.
- Serves as a resource to staff for complex individual cases that require advocacy and additional support.
- Collaborates with staff members from other departments within MPNH to ensure that newcomer participants can access a continuum of services.
- Works with the Director to support the ongoing development of the Newcomers Team through facilitation of team meetings, learning and professional development opportunities, goal setting, and overall strategic planning.

## Community Partnerships

- Builds and maintains community links and partnerships; takes a collaborative approach to service delivery. Participates in networking and sector meetings as needed.
- Works with the Director to strengthen and create partnerships to enhance the overall impact of newcomer services in the Mount Pleasant community with newcomer and non-newcomer community agencies.
- Works with the Director to participate in sectoral development initiatives and co-represents MPNH in the Vancouver Local Immigration Partnership, MAP BC and other sector-related meetings.

## Qualifications

- Minimum 5 years of demonstrated experience in managing community services and programs, especially programs and services for newcomers.
- Minimum 3 years of direct staff supervision and HR experience.
- University degree or equivalent combination of experience and education in a relevant field (such as community development, social work, settlement studies).
- Ability to work collaboratively with culturally diverse community residents, volunteers, co-workers and community service partners.
- Proven experience in project coordination and program development; and ability to plan, mobilize, and evaluate various initiatives.
- Proven ability to develop programs and successfully secure funding and other resources to implement programs.
- Strong interpersonal, organizational, leadership and communication skills.
- Ability to communicate effectively in English. Oral and written proficiency in a second language reflective of the Mount Pleasant community (such as Farsi/Dari, Arabic, Spanish, Vietnamese, Cantonese, Mandarin or Tagalog) is an asset.
- Demonstrated understanding of and commitment to decolonization, truth and reconciliation and cultural safety.
- Demonstrated ability to keep effective records and statistics and ability to write reports.
- Proficiency with Office 365, Zoom, MS Office and Teams is essential.
- Knowledge of Mount Pleasant community and relevant community resources is an asset.
- In some cases, experience may be substituted for other qualifications. Applicants with diverse, relevant backgrounds and lived experience are encouraged to apply.

**Compensation:** This position starts at **\$34.00/hour**. This is a regular full-time position with extended health benefits and pension.

### To apply:

All qualified individuals are encouraged to apply, with subject line “**Manager of Newcomer Services**” by 11:59pm on October 1, 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.