



Volunteer Coordinator, Settlement Services
(Posted: June 5, 2023 – June 19, 2023)

Job ID #: 2023-Settlement-14

Position: **Volunteer Coordinator**
Settlement Services – Tri-cities
Regular full-time position at 35 hours per week starting from July 17, 2023

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

Facilitates and delivers Community Connection and Volunteer management activities to immigrant and refugee newcomers.

Reports to: Manager - Settlement

How You'll Make a Difference

- Organizes community connections activities (including field trips, networking events) to provide immigrant and refugee newcomers with opportunities to engage with the broader community and obtain greater familiarity with Canadian society and resources.
- Assesses client needs for individuals seeking support through mentoring activities. Makes appropriate matches with ISSofBC volunteers and monitors ongoing match activities.
- Recruits, screens, interviews, orientates, and places volunteers with ISSofBC programs and external agencies. Collaborates with external agencies on providing supervision to volunteers referred by ISSofBC
- Conducts on-going monitoring follow-ups on all volunteer placements.
- Liaises with ISSofBC programs and external agencies (i.e. civic, church, and other community groups and associations) to foster partnerships essential to recruiting clients and community volunteers.
- Delivers volunteer information sessions for new and potential volunteers following a pre-determined schedule.
- Organizes and/or assists in the organization of volunteer recognition and networking events.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

HEAD OFFICE: 2610 Victoria Dr. Vancouver, BC V5N 4L2

T: 604-684-2561

E: info@issbc.org

www.issbc.org



- Works closely with ISSofBC programs and external agency representative in updating volunteer requests.
- Enters new and revised information in the volunteer database ensuring that all volunteers are properly documented. Enters volunteer and client information and service interventions into a central database as interventions occur.
- Facilitates positive working relationships with Volunteer Centres in the Lower Mainland for referral, information sharing, training opportunities, volunteer opportunities and placements.
- Performs other related duties as assigned.

What You Bring:

Diploma in Social Sciences, counselling or a related discipline acceptable to the employer supplemented by a minimum of one (1) to (2) years of experience in a client-oriented position, preferable in an immigrant settlement services related field **OR** an equivalent combination of education, training and experience acceptable to the employer.

What Makes You a Change Maker

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.
- Proficiency in MS Word.
- Demonstrated ability to manage time and resources effectively.
- Demonstrated experience in developing and facilitating groups.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Fluency in other languages is an asset.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Physical ability to carry out the duties of the position.

ISSofBC Value Proposition

- Role Salary Range: \$24.75 - \$32.35 per hour.
- Expected Starting Range: \$24.75-26.27. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- 105 hours of vacation and 35 hours personal leave
- Extended health and dental benefits
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

If you are passionate about making a difference, apply now!

Applications must include "2023-Settlement-14" in the subject line and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: By 4pm, June 19, 2023.**