



SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: www.southvan.org

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South Vancouver Community Resource Navigator Contract Posting

South Vancouver Neighbourhood House (SVNH) works in partnership with the South Vancouver Community Hub for Homelessness (SVCHH), which is comprised of multiple community agencies in South Vancouver (SV) that span across the Sunset, Victoria-Fraserview, Killarney, Champlain, and River District neighbourhoods. The SVCHH works to build awareness and resources around issues surrounding in/visible homelessness, targeting local businesses, community agencies, and South Vancouver residents. Together as a committee, we are committed to breaking stigma and enhancing equity related to homelessness for people residing in South Vancouver.

Objectives of the Project:

- 1) Create a positive experience for all participants within the project.
- 2) Use mindful and reflective listening skills while interacting with participants, project staff, partners, and members of the community.
- 3) Community Engagement:
 - a. Reach out and collect feedback from participants and community agencies to determine needs, trends, issues, and challenges related to in/visible homelessness.
 - b. Conduct in-person and telephone research interviews using standardized questionnaires.
 - c. Keeping detailed and accurate records of participant contact and interview information.
 - d. Identify and analyze the feedback data provided by participants and community agencies surrounding in/visible homelessness in the Killarney, Champlain, Fraserview-Victoria, and Sunset neighbourhoods.
 - e. Complete a final report, based on the findings, around trends, challenges, and issues related to in/visible homelessness.
- 4) Create and distribute a housing/community resource inventory to be given to businesses, community agencies, non-profits, participants, and SV residents.
- 5) Promote and educate all stakeholders about housing/community resource inventory.

Role:

The SV Community Resource Navigator will interact with the SVCHH team members, volunteers, and SV community members to gather and collect information around trends, issues, needs, and challenges related to in/visible homelessness in South Vancouver, and to strengthen the SV Community Hub for Homelessness.

Qualifications:

- Bachelor's degree in Social Work, or an acceptable equivalent/combination of education and experience.
- Ability to work cross-culturally, with people from diverse cultural, religious, and socio-economic backgrounds.
- Experience working independently with minimal supervision, as well as in multi-disciplinary, collaborative teams.
- Excellent communication (oral and written) and organizational skills.
- Ability to work under pressure in a fast-paced environment and manage crises and conflicts effectively.
- Ability to provide the results of a current criminal record check.
- Skilled in relationship building and management.
- Ability to display unconditional positive regard for others.
- Strong listening and assessment skills.
- Strong computer knowledge and database-management skills, including applications such as Microsoft Office.
- Has been COVID immunized.
- Experience with supporting and coordinating volunteers.
- Knowledge of community resources and services in the South Vancouver area is an asset.
- Demonstrated cross-cultural communication and counselling skills, and ability to work with volunteers.

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- Ability to work effectively with other service providers and community partners.
- Computer literacy in Word, Excel, email, and Internet.
- Excellent group facilitation and leadership skills.
- Knowledge of marketing, program promotion, & recruitment of participants.
- Excellent organizational skills, program planning & delivery skills, ability to multi-task, and effectively meet deadlines.
- Critical thinking, problem solving, and conflict resolution skills.
- Demonstrated report writing and administrative tracking skills.

Assets:

- Ability to work from a Trauma Informed Care perspective.
- Knowledgeable about harm reduction theories and approaches.
- A good understanding of the impact of poverty on children, youth, and families.
- Knowledge of community resources designed to support the homeless population.
- Fluency in additional languages other than English.
- Current First Aid, CPR, and Non-Violent Crisis Intervention (NVC).
- An understanding of both qualitative and quantitative research methods and analysis.
- An understanding of community engaged research principles and participatory action research.

Accountability:

- Reports to SVNHC Community Engagement Programmer and SVCHH.

The projected end date is April 30th, 2022, at a rate of \$25/hour with flexible hours

Start Date: February 1st, 2022,

Project End Date: April 30th, 2022

Posting end date: Jan 31st, 2022

NOTE: *This position requires contact with the vulnerable members of the community, therefore the offer and your employment with ANHBC is conditional on you providing ANHBC with proof, prior to the start date and in a form satisfactory to ANHBC, that you are fully vaccinated against COVID-19. If you are unable to be fully vaccinated on the basis of a ground protected by applicable law, you may request an accommodation from ANHBC by contacting [Mimi Rennie, Director Community Programs](mailto:mimi.rennie@southvan.org) immediately at mimi.rennie@southvan.org. ANHBC reserves the right to delay your start date while it considers your accommodation request. ANHBC also reserves the right to amend its COVID-19 vaccine requirement at its sole discretion.*

Please send a covering letter and resume to:

Huda Bolbolan (Community Engagement Programmer)

Email: huda.bolbolan@southvan.org,

Subject heading: Community Engagement Facilitator job posting.

ANH is an equally opportunity employer. Only successful candidates will be contacted for an interview. **No calls please.**

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