



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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Multicultural Settlement Counsellor – Cantonese and Mandarin speaking Job Posting Full-Time

South Vancouver Neighbourhood House (SVNH) is located on the unceded, occupied, ancestral and traditional homelands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Səlilw̓ətaʔ/Selilwitulh (TsleilWaututh) Nations. We recognize the vast cultural diversity of Indigenous people and acknowledge the heterogeneity of their opinions, representation, needs and desires. We dedicate ourselves to walking in solidarity alongside our Coast Salish neighbors and South Vancouver community members as we work collectively towards building inclusive neighborhoods.

South Vancouver Neighbourhood House is looking for an experienced and trauma-informed Multicultural Settlement Counsellor (Chinese speaking). This is a frontline, full-time position that will provide Settlement services to all IRCC eligible clients and will specialize in supporting newcomers from Cantonese and Mandarin speaking nations through a gender-based approach. The services include social group programs, volunteer programs, housing support, academic support services, drop-in community connection programs, special events and workshops, as well as one-on-one support. This position is part of SVNH's settlement team, which will liaise with IRCC eligible Cantonese & Mandarin speaking clients with the intention of providing a full range of settlement, adaptation, service support, resources, and referrals to promote self-advocacy and full participation for newcomers in Canadian Society. This position is funded by Immigration Refugee & Citizenship Canada (IRCC)

Duties and Responsibilities:

- Demonstrate an ability to work with Cantonese & Mandarin speaking individuals and communities suffering from discrimination and culture shock.
- Conduct a 1-1 intake for needs assessment, make appropriate referrals, and support through a gender-based lens, the safe integration of the clients into the Canadian society.
- Develop personal action plans. Monitor client's progress and provide follow-up planning and support (case management)
- Evaluate and keep records of client profiles, key statistics including input into government required iCare database system, including intake forms, and narrative and statistical reports.
- Provide translation and interpretation services to clients and assistance in filling out forms.
- Work closely with the Cantonese & Mandarin speaking newcomer/refugee clients referred by other organizations or those who walk in.
- Build deep, strong, and trusting relationships with community organizations serving the Cantonese & Mandarin speaking community (e.g. Faith based organizations)
- To outreach to the targeted language speaking community through meeting other agency staff, holding information and orientation sessions, developing presentations, news releases, local Faith Based organizations, developing ethno-specific flyers or brochures and through other mediums.
- Plan and facilitate basic English Conversation Circles, Nobody's Perfect Programs, My Tween & Me programs, and Family Drop-Ins as and when needed by the families/single parents being served.
- Plan and facilitate Meets and Greets for the newcomers to develop trust and build support.
- Plan, Emotional and Mental Wellness Circles through a trauma informed lens for the clients being served.
- Support vulnerable Cantonese & Mandarin speaking LGBTQIA+ community members and connect them with the service providers at SVNH.
- Support clients experiencing food insecurity by making referrals to the South Van Food Hub, GV Food Bank and other community Food programs.
- Support the clients with housing applications/subsidy/BC Housing forms as and when needed.
- Provide information, referral, and accompaniment services for participating clients to other programs and services at the neighbourhood house, in the community and at government offices.

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- Plan and/or conducts life skills and educational sessions on topics related to settlement, parenting, Canadian systems, and other relevant issues. Provides skill building in areas of parenting skills through parent education and support programs.
- Plan and organize Indigenous led workshops and gatherings to support awareness around Indigenous culture, history, traditions, and teachings among the newcomers.
- Provide supportive settlement adaptation and counselling.
- Encourage individuals to become involved in other Neighbourhood House services and programs or to take on volunteer roles.
- Link individuals with other community services breaking down barriers to promote greater community participation.
- Attend community network meetings regarding the specific language speaking community and to keep updated on available community supports and resources.
- Maintain both program and client statistics by submitting monthly reports to the Director of Settlement & Family Programs.
- Provide childcare subsidy information and application assistance.
- Provide housing subsidy and BC Housing info and application assistance.
- Narrative, quantitative and qualitative IRCC reporting a requirement.
- Be able to apply for and write grants when and as needed to enhance program delivery.

Qualifications:

- Post secondary education in social work, community support, multicultural work, or related field in combination with experience in the field.
- Minimum 1 year experience working with refugees & vulnerable newcomers in a multicultural environment.
- Oral and written proficiency in English, Cantonese and Mandarin are required for this position.
- Work and/or lived experience with newcomer/immigrant/refugee vulnerable clients facing multiple barriers.
- Demonstrated understanding of the immigration process and issues affecting immigrants and refugees.
- Demonstrated understanding of intercultural knowledge and BIPOC awareness.
- Demonstrated ability to work in a multicultural team environment and independently.
- Knowledge of group social programming and ability to facilitate programs that encompasses building peer-to-peer connections, group volunteering.
- Knowledge of basic counselling skills and crisis intervention skills.
- Excellent organizational, leadership, communication, and community development skills.
- Experience facilitating groups and designing workshops.
- Training in Nobody's Perfect, Mother Goose, My Tween & Me and other family resource programs an asset.
- Demonstrated report writing and administrative tracking.
- Computer proficiency required.
- Successful criminal record search required.

Compensation: \$29.39 per hour. 35 hours per week + benefits after 6-month probation

Closing date: November 27, 2025

Start date: December 8, 2025

Please send cover letter and resume by email with subject heading Multicultural Settlement Counsellor (Cantonese & Mandarin speaking) to:

Huda Bolbolan, Director of Settlement & Family Programs at huda.bolbolan@southvan.org.

ANHBC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to apply. Only short-listed candidates will be contacted for an interview. No phone calls please.

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