



## Settlement Supervisor (full-time position)

Date Reviewed – May 2018

**POSITION OPPORTUNITY:** This position at Journey Home Community (JHC) will provide an exciting opportunity for an individual interested in providing leadership for a small refugee settlement team as well as settlement program oversight. Additionally, engage with the organization's leadership team to assist in reshaping our settlement program while upholding our organizational values, in order to better respond to growing demand. For the past 12 years, JHC has provided housing, settlement assistance and relational care for 500 + refugee claimants from over 40 different nations who have arrived in Metro Vancouver. If you wish to join an organization which is on the cutting edge of the refugee cause and seeking to respond to the ever-increasing need of a hidden refugee population, then we invite you to consider joining our team.

**MANDATE:** The Settlement Supervisor provides leadership of Journey Home Community's settlement staff and oversees programming to provide housing, resettlement assistance and relational care to newly arrived refugee claimant families in Metro Vancouver.

**TIME COMMITMENT:** This is a full-time position, typically Monday-Friday from 9:00 AM to 5:00 PM. Some schedule flexibility is required to participate in community activities including occasional weekend and evening events.

### CORE COMPETENCIES

**Fostering Teamwork:** As a team member, the ability and desire to work cooperatively with others on a team; as a team leader, the ability to demonstrate interest, skill, and success in fostering team collaboration.

**Empowering/Developing Others:** The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; delegating significant responsibility and authority; allowing employees freedom to decide how they will accomplish their goals and resolve issues with the goal of developing their capabilities.

**Attention to Communication:** The ability to communicate professionally in oral and written situations to ensure that information is passed on to others who should be kept informed. The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.

**Building Collaborative Relationships:** The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.

**Forward Thinking:** The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.

**Results Orientation:** The ability to set challenging goals and expectations, focusing on the desired result of one's own or one's team's work, focusing effort on the goals, and meeting or exceeding them.

**Thoroughness:** Ensuring that one's own and others' work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.

**Initiative** The ability to identify what needs to be done and take independent action to accomplish the determined goals.

**Decisiveness:** The ability to make difficult decisions in a timely manner.

**Self Confidence:** Faith in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition.

**Stress Management:** The ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.

**Spiritual Leadership:** Ability to provide leadership and mentorship in Christian Spiritual practices.

## **RELATIONSHIPS**

- Reports to the Program Manager.
- Meets with the staff leadership team as necessary.
- Provides leadership for the settlement team, currently made up of two other staff.

## **RESPONSIBILITIES**

1. Oversee and manage Journey Home Community's settlement programming. This includes:
  - 1.1. Receive and manage new family intakes and needs assessments; delegate tasks to staff and volunteers to meet program participant needs.
  - 1.2. managing Journey Home Community's welcome houses
  - 1.3. developing and supporting staff and volunteers working within the program
  - 1.4. being informed and providing oversight regarding program participant progress to ensure standard quality and care is being provided by team members.
  - 1.5. providing some specialized casework for challenging family situations.
  - 1.6. maintaining and developing the vision for community building events such as seasonal celebrations and weekly community dinners.
2. Provide evaluation and review of settlement activities to ensure goals are being met. Make proposals for programming changes and collaborate with the Program Manager to implement changes as needed. Assist the organization to expand our capacity to meet refugee claimant community need; make recommendations and proposals related to resourcing required to adequately meet demands for the settlement program.
3. Function as the organization's main liaison between program provision partners, maintaining and building referral pathways to and from our inter-agency partners.
4. Function in a supportive role for Journey Home Community's Refugee Claimant Sponsor Groups to provide ongoing coaching, mentorship and support of community-based settlement efforts for refugee claimant families.
5. Carry out additional tasks/projects as assigned by the Program Manager.
6. Assist with and attend organizational meetings and events as required.

7. Uphold all values and adhere to all policies and procedures of JHC.
8. Support staff and community members in prayer and through spiritual guidance rooted in the Christian tradition.

## **QUALIFICATIONS**

- Bachelor's Degree / Post-Secondary Degree
- Strong English language communication skills
- Canadian status (Citizen/Permanent Resident/Protected Person) including work permission
- Alignment with Journey Home Community Mission, Vision, Values
- Demonstrated experience in human services/social services/caring profession
- Demonstrated experience providing supervision or management of staff

## **ORIENTATION AND TRAINING**

The successful candidate will receive an appropriate orientation to Journey Home Community within their first weeks of employment. This will include opportunities to connect with refugee families, a review of organizational policies and procedures, introduction to community partnerships, and orientation to Journey Home Community's partners in the community. There will be ongoing opportunity to gain familiarity with the refugee cause and with the organization's mission and activities.

## **APPLICATIONS**

We are looking to fill this position quickly. Interested candidates should send their resume with cover letter to [brad@journeyhomecommunity.ca](mailto:brad@journeyhomecommunity.ca) as soon as possible, with interviewing to commence with qualified candidates immediately. The position posting will be removed from our website as soon as a candidate is selected.