

For the past 12 years JHC, a Christian, faith-based, non-profit organization 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 the team at Journey Home.

This full-time position will provide an exciting opportunity for an individual interested in joining with our settlement team and with our outstanding volunteer group to provide front-line support, connection, friendship, and orientation to newly arrived refugee claimant families.

POSITION MANDATE

The Settlement Worker is part of the Settlement Team who all work together to help newly arrived refugee claimants navigate the overwhelming process of settling in Canada.

The Settlement Worker journeys directly with families, always assessing and reassessing their needs to provide appropriate support, information, guidance, training and empowerment. The focus of this position is to assist families with holistic settlement – addressing all dimensions of life (legal/immigration status, health and care, housing, education, employment, community connection and spiritual care).

TIME COMMITMENT Full Time – 37.5 hours/week

CORE COMPETENCIES

Empowering and Developing Others: The ability to convey confidence in staff and volunteers' ability to be successful, allowing them freedom to decide how they will accomplish their goals and resolve issues. The ability to delegate responsibility and to work with colleagues and volunteers and coach them to develop their capabilities.

Attention to Communication: The ability to ensure that information is passed on to others who should be kept informed.

Fostering Teamwork: As a team member, the ability to work cooperatively with others on a team; as a team leader, the ability to demonstrate interest, skill, and success in leading groups to work together.

Interpersonal Awareness The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.

Creative and Critical Thinking The ability to use knowledge, skills and processes and transform them into a particular new understanding, process or application required to solve a problem.

Analytical Thinking: The ability to tackle a problem by using a logical, systematic, sequential approach.

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

Oral and Written Communication The ability to ensure that information is passed on to others who should be kept informed in a timely and clear manner. The ability to express oneself clearly in conversations and interactions with others. The ability to express oneself clearly in business writing.

Technical Expertise The ability to demonstrate proficient knowledge and skill in basic computing, keyboarding, Microsoft Office applications, Google Suite, and use of a database.

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

Initiative Identifying what needs to be done and doing it before being asked or before the situation requires it.

Fostering Innovation The ability to develop, sponsor, or support the introduction of new and improved methods, procedures and practices.

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.

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

Personal Credibility Demonstrated concern that one be perceived as responsible, reliable, and trustworthy.

Flexibility Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things.

Christian Spirituality Ability to provide leadership and mentorship in Christian Spiritual practices.

RELATIONSHIPS

- Reports to the Settlement Supervisor.
- Functions regularly, openly and collaboratively as part of the Settlement Team; functions with a team-first approach in order to support colleagues and maximize teamwork.
- Manage a caseload to provide direct support to families in their settlement process.
- Collaborates with allocated volunteers, staff and past families, empowering others to journey with current refugee families.

RESPONSIBILITIES

Become familiar with Journey Home Community mission and values as well as settlement program objectives, procedures, and service philosophy in order to:

- 1) Provide resettlement case management for refugee claimant families. This includes:
 - a) Completing new community member intake, needs and capability assessment to help determine the model of care (direct or indirect) and the shape of the settlement plan.
 - b) Providing a program orientation, case management, and a settlement support plan in alignment with the organization's Settlement Program (employing the program checklist).
 - c) Regularly checking-in with the family providing information, orientation and referrals in a relational context.
 - d) Providing for crisis intervention needs in the area of food security and housing/homelessness.
 - e) Providing settlement and information support in the area of area of legal/immigration, income assistance, medical, mental health, and employment. Make appropriate referrals as necessary.
 - f) Assisting individuals and/or families with community orientation. On an as-needed basis (based on capability), provide accompaniment to and from initial appointments.
 - g) Advocating to agencies and services as needed. This may include in person, on the phone, and in writing.
 - h) Assessing and reassessing the families' needs and capabilities, looking for the right timing and opportunities for empowerment.

- i) Ensuring that family records are maintained and stored in the organizational database (Salesforce) or in paper files.
- 2) Assist families to make progress along the housing continuum - from homelessness to permanent housing (based on capability and resourcing).
 - a) Provide information and education regarding housing search, understanding the housing market, and evaluating housing options.
 - b) Assist as needed with housing search and securing housing.
 - c) Assist with developing moving plans and securing basic household furnishings; employ volunteer support as needed.
 - d) Provide information about basic household rights and responsibilities
- 3) Collaborate with and enhance the Journey Home Community Settlement team through:
 - a) using a team-first approach to support, encourage and assist colleagues to accomplish mutually beneficial goals
 - b) reporting on family resettlement progress, share agency/partnership updates, and contribute creative ideas for problem-solving.
- 4) Keep informed of current resources, trends, needs, changes, and service gaps in the general community and in specific client communities.
- 5) Where appropriate, continue the fostering of partnerships with service providers to effectively link refugee community members with appropriate community services (e.g. school districts, recreation centres, libraries, settlement agencies, lawyers, etc.).
- 6) Attend and take an active role in departmental and all-staff meetings. Be willing to occasionally lead meetings. Participate with meeting procedures as defined by the Settlement Supervisor.
- 7) Ensure Settlement Supervisor is aware of any significant concerns/issues as quickly as possible
- 8) Represent the agency or the community on community forums and consultations, as requested by the Settlement Supervisor.
- 9) On a rotational basis (approximately one-two nights a week), monitor the after-hours urgent needs phone line.
- 10) Provide support for other administrative tasks related to the promotion and development of the organization as assigned. Assist with "all-staff" Journey Home Community events (i.e. a monthly community dinner, annual Christmas event, annual summer picnic, Thanksgiving dinner, AGM, etc.).
- 11) Support staff, volunteers and community members in prayer and through spiritual guidance rooted in the Christian tradition. This includes leading Bible Study devotionals and prayer and interfaith prayer meetings as well as providing Christian spiritual counselling and support.
- 12) Perform other duties as assigned by the Settlement Supervisor.

PREFERRED QUALIFICATIONS

- Cross-cultural experience (either lived or vocational experience)
- Lived refugee or immigrant experience
- Bachelor of Social Work or experience in the area of non-profit human services and advocacy for marginalized persons
- Crisis intervention skills and experience
- Demonstrated experience working with marginalized populations
- Proficiency in a language commonly spoken by the refugee claimants in our community (Spanish, Kurdish, Farsi/Dari, French, or Arabic)

REQUIRED QUALIFICATIONS

- Bachelor degree / Undergraduate degree
- Desire and ability to provide Christian Spiritual Support (prayer, counselling, conversations) to program participants as needed
- Strong critical thinking and problem-solving skills
- Strong interpersonal skills and ability to build rapport with community members (clients) and team members
- Ability to complete administrative tasks, develop and employ systems, and organize and capture completions and case notes
- Strong stress management skills and ability to function in a high-paced environment to meet the diverse needs of community members
- Full BC Driver's license and daily access to a personal vehicle
- Ability to practice confidentiality and pass basic screening requirements including vulnerable sectors police check.
- Competency in Word, Excel, PowerPoint, and Google Suite Cloud Computing
- Ability to abide by all organizational Policies and Procedures
- Agree to and sign the Journey Home Community Staff Code of Conduct that affirms your agreement to abide by the following:
 - Mission and Values Policy
 - Conflict Resolution Policy
 - Disclosure of Personal Information to Third Parties
 - Confidentiality Agreement
 - JHC Screening and Protection, Abuse, and Plan to Protect Policies

This is an open-ended hiring process. Please apply as soon as possible as we wish to fill this position quickly. Interviews will commence with qualified candidates immediately and the process will close when a candidate is selected.

ABOUT JOURNEY HOME COMMUNITY

MISSION Inspired by God's love, Journey Home Community welcomes refugees into community by offering housing, settlement support, and relational care.

VISION We envision a society where all refugees experience hope and belonging as they engage in meaningful participation in their community and flourish in all aspects of life.

VALUES

1. Christ-centredness - Motivated by God's love and compassion for all, as shown through Jesus Christ, we aim to faithfully live out the Biblical teaching to love our neighbor as ourselves.
2. Dignity - Believing that all people are created equal in the image of God, we respect and affirm the inherent dignity and value of each individual, regardless of race, religion, political opinion, sexual orientation, or social group.
3. Relational care: Aspiring to foster a space of trust and safety, we invite each person into a community of care, with an emphasis on building relationships and learning from one another.
4. Holistic support: Recognizing the importance of caring for the whole person, we strive to provide support for the physical, emotional and spiritual aspects of each person.
5. Prayer: Rooted in prayerful reflection, we continually seek to cultivate a culture of thoughtfulness, contemplation, and reliance on God.