



## TRANSITION PROGRAM COORDINATOR

Date Reviewed August 2017

- 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.

### POSITION MANDATE

The Transition Program Coordinator is responsible for coordination and implementation of the Refugee Transition which includes program participants residing in our subsidized housing partnership with BC Housing as well as those residing in market rate housing.

**TIME COMMITMENT** Part Time - 30 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.

**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.

**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, and internet/cloud based computing applications

**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.

**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 Program Manager and is part of Journey Home Community's Settlement Team.
- Provides orientation to and supervision of Transition Program volunteers
- Provides leadership for Settlement Support Worker(s)

## RESPONSIBILITIES

1. Coordinate the Refugee Transition Program and deliver services for provide program participants residing in subsidized housing partnerships with BC Housing and SUCCESS as well as program participants entering market rate housing. This includes:
  - a. Intake, needs assessment, program orientation, case management, and settlement support for program participants in alignment with the organization's Transition Program Plans (18-24 months for subsidized housing participants and 6 months for market housing participants).
  - b. Assignment of Transition Program settlement tasks to program Support Worker(s) and family support volunteers as needed.
  - c. Provide for crisis intervention needs
  - d. Support the settlement of program participants in the area of employment, health, mental health, and legal support/immigration.
  - e. Refer program participants to other organizations and supports when possible.
  - f. Oversee "graduation" of program participants into regular tenancy agreements.
  - g. Maintenance of positive relationships with stakeholders (landlords, BC Housing, etc.)
2. With a particular focus on Transition Program Participants, oversee and develop educational activities/workshops that will assist program participants to acculturate and settle in Canada. This includes but is not limited to designing, facilitating, and/or coordinating workshops or seminars on topics such as financial literacy, Canadian workplace culture, or employment/career planning, etc.
3. Develop and implement program resources, connections, and referral pathways for the Transition Program participants. Collaborate with other team members to maintain up-to-date program resources.
4. Track all program participant achievements using Salesforce, the organization's database. Periodically review family settlement progress, measuring success against articulated program goals and assist the Program Manager with reporting on the effectiveness of the Refugee Transition Program.
5. On a rotational basis (approximately one week out of five), monitor the after-hours urgent needs phone line. Respond to urgent needs verbally and/or in person if required.
6. Provide support for other 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.).
7. Support staff, volunteers and community members in prayer and through spiritual guidance rooted in the Christian tradition.

## **PREFERRED QUALIFICATIONS**

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

## **REQUIRED QUALIFICATIONS**

- Permanent Residency (or equivalent status) or Protected Person status in Canada
- Strong critical thinking and problem solving skills
- Strong interpersonal skills and ability to build rapport with community members (clients)
- 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 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 G-Suite Google Cloud Computing
- Experience in providing leadership in Christian spiritual practices (prayer and spiritual support)
- 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