



Mount Pleasant Neighbourhood House

800 East Broadway Vancouver BC Canada V5T 1Y1

MPNH T• 604.879.8208 F• 604.879.4136 E• info@mpnh.org I• www.mpnh.org

Internal / External Posting

OUTREACH AND RESILIENCE COORDINATOR

Posted: **May 27, 2022**

Closing: **June 10, 2022**

The Outreach and Resilience Coordinator (ORC) is responsible for the coordination of both the House2Home renters supports (specifically for seniors and newcomers) as well as Connect and Prepare an Emergency Preparedness planning strategy for seniors and their families. The incumbent will be responsible for 1) developing a strong project plan 2) outreach and engagement of organizations and community members 3) training a volunteer team for facilitation of workshops and one to one supports for individuals 4) daily administrative needs and 5) constructing a sound evaluation plan.

This position reports to the Director of Family and Senior Services and works closely with both the seniors and settlement teams.

The ideal candidate is someone who thrives in a fast paced environment, has a strong understanding of the needs of seniors and newcomers, is skilled at program Facilitation, is detail oriented and takes pride in ensuring that operational and administrative functions are well-maintained to help enhance the quality of our programs and services.

Duties and Responsibilities

Program Implementation, Management and Coordination

- Establish a solid project plan with timelines, deliverables and outcomes.
- Monitor project outcomes and deliverables for the purpose of evaluations.
- Construct a comprehensive evaluation plan.
- Provide coordination of our rental supports.
- Work with our project partners to offer multiple workshops informing community members about their rights as renters and be supportive in developing relationships with landlords.
- Ensure that Mount Pleasant Renters understand their rights, are able to retain their current housing, and have the tools and resources they need to advocate for their rights as renters.
- Using the tools of Connect and Prepare bring together community members to develop their own emergency planning systems.

Leadership and Community Development

- Strengthen and develop new partnerships with building managers, community organizations who provide housing supports and other organizations serving seniors and newcomers.
- Working collaboratively with renters, landlords and developers to co-create solutions for renters in Mount Pleasant.
- Implement outreach strategies to identify and connect with isolated seniors, elders and newcomers.
- Collaborate with partners to facilitate and deliver the Connect and Prepare program
- To work collaboratively with MPNH staff and partners to further our mission and goals.





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Volunteer Coordination

- Train and support key volunteers who will offer one to one renter support.
- Engage community champions who be part of the planning for Connect and Prepare.

Management and Administration

- Continually refine and work towards project objectives and deliverables
- Monitor budget and monthly financial statements
- Communicate and promote services & program information both internally and externally.
- Write program reports, collect statistics and maintain program-related documentation.
- To be aware of community needs, gaps, trends, and to share this information at team meetings and advocate as needed.
- To attend staff, team, and strategic planning meetings & participate in MPNH activities/special events as required.

Qualifications

- Minimum of 4 years' experience in community development approaches & outreach strategies
- A solid understanding of the principles of Aging in Place, disaster risk reduction, and renter services in Vancouver
- Strong group facilitation skills
- Able to establish a sound evaluation plan and apply it to the program planning process
- Excellent time management and organizational skills; and ability to work independently
- Excellent inter-cultural communication and conflict resolution skills
- Ability to work collaboratively with culturally diverse community residents, volunteers, co-workers and community service partners
- Ability to identify and deal with issues proactively and persistently; seizing opportunities that arise
- Ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives
- Excellent written and verbal English skills. Second language representative of Mount Pleasant a great asset.
- Knowledge of Mount Pleasant community and resources
- Class 4 Drivers License an asset
- Valid 1st aid certificate
- Criminal record search required

Terms: Regular Part-time position STARTING June 20, 2022

Outreach activities may require evening and weekend work.

Ability to travel into the community to do outreach and a valid driver's license.

Salary: 21-28 hours per week; Band P7 Salary range is \$26.68 – \$30.60; plus benefits package upon eligibility.

Please submit cover letter, resume and 2 references to HR@mpnh.org addressed to Claudine Matlo, Director of Family and Senior Services. No phone calls please.



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Houses of British Columbia

Connecting Neighbours since 1976





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MPNH is a non-profit, community based organization located in East Vancouver and is a part of the Association of Neighbourhood Houses of BC. We are an equal opportunity employer. For more information on MPNH please visit www.mpnh.org



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Community Partner
United Way
of the Lower Mainland