



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 – Housing Supports

Posted: **October 24 2022** Closing: **open until filled**

The Outreach and Resilience Coordinator (ORC) is responsible for the development and coordination of the House2Home renters supports (specifically for seniors and newcomers) as well as working directly with the Coordinator for our 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.

The ideal candidate is someone who thrives in a fast paced environment, has a strong understanding of the diverse needs of Mount Pleasant, 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. This position reports to the Director of Family and Senior Services and works closely with both the seniors and settlement teams.

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.
- 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.

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.
- Work 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.
- 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.

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 2 years' experience in community development approaches & outreach strategies
- A solid understanding of the principles of Aging in Place and renter services in Vancouver
- 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: This is a part time term position to March 30 2023, with the possibility of extension based on funding. STARTING ASAP; Outreach activities may require evening and weekend work.

Salary: 28 hours per week; Band P7 Salary is \$26.68/hr; plus benefits package upon eligibility.

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

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



Association of Neighbourhood
Houses of British Columbia

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