



VOLUNTEER OPPORTUNITY

Neighbourhood Information Navigator

Frog Hollow Neighbourhood House is a community service organization serving the Hastings-Sunrise community. We are looking for a self-motivated, flexible, and organized individual with excellent communication skills. **Language abilities in addition to English is an asset!** Working collaboratively and under the general direction of the Settlement Program Coordinator, the Neighbourhood Information Navigator will work with a culturally diverse team in support newcomers with language barrier.

The Association of Neighbourhood Houses of BC (ANHBC)'s work is centered on inclusion and equity, to build social connection and to break down discrimination through community building. We strongly encourage applications from people who identify as Black, Indigenous, and People of Colour (BIPOC), individuals with disabilities, and members of the LGBTQIA2S+ communities.

Frog Hollow Neighbourhood House/ANHBC is committed to protecting the health and safety of its employees, volunteers, and the community. Subject to legal exemptions, proof of COVID-19 vaccination status will be required for all new hires & volunteers.

Criminal Record Check (CRC) will be required.

Position: Neighbourhood Information Navigator
Hours: Average 4 to 8 hours per week
Timeline: Application – April 2023
Orientation & Training – TBA
Start – TBA

Duties and Responsibilities:

- Provide one-on-one support to immigrants and newcomers to Canada. Services to be provided in English and/or First Language:
 - navigate public systems (e.g. housing, transportation, finances, legal, income tax, health, employment, etc.)
 - access community-based services
 - prevent isolation and encourage community involvement
 - Practice English through friendly conversation and social activities
 - Maintain confidentiality and security of all client information

Benefits for applicants:

- Gain experience working with immigrants and newcomers
- Explore a career with a local not-for-profit and community organization
- Learn how to navigate the government system & programs
- Make a positive impact for newcomers in the community
- Improve communication skills while working with an all-ages team
- Fulfill graduation requirements; reference letter could be available

Training & support provided:

- Comprehensive training will be provided to understand settlement services and government programs navigation
- Regular meeting with the Program Coordinator and/or Program Staff for support, debriefing, information sharing and/or case conferencing purposes

Qualifications:

- Education or working experience related to human services, such as social work, counseling, community support, education
- Demonstrate an ability to work in a multicultural environment, and with individuals and communities affected by discrimination, racism and culture shock
- Knowledge of resources such as housing and food security is an asset
- Fluency in additional languages is an asset
- Knowledge of barriers and vulnerability that immigrants are facing in settlement and integration is an asset
- Successful completion of a criminal records check is required
- Experience in a not-for-profit or public service context is preferred
- Strong communication skills
- Proven ability to work interdependently in a collaborative environment with colleagues in a small team environment
- Commitment to and ability to meet deadlines

Please apply by emailing to volunteer@froghollow.bc.ca

Frog Hollow Neighbourhood House,
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