



Frog Hollow

NEIGHBOURHOOD HOUSE | SINCE 1968

www.froghollow.bc.ca

2131 Renfrew Street
Vancouver, BC V5M 4M5

T: 604.251.1225

F: 604.254.3764

E: contact@froghollow.bc.ca

Settlement Program Assistant

The Settlement Program Assistant works within a high-energy, creative, collaborative team that provides outreach and promotions for newcomer services. The primary responsibility is to support our new service location: Sunrise Welcome Place – Settlement and Integration Centre, including supporting our programs, clients, and staff through this highly awaited transition and service expansion.

Hours:	35 hours per week
Rate:	P2 Community Program Worker \$20.96/hour
Start Date:	April 1, 2024

Responsibilities:

- Reception support, welcoming and receiving clients and connecting them to appropriate services
- Outreach, promotion, and registration support for settlement programs and workshops
- Setting up and taking down of programs and connection with participant group while facilitators offer individual support before/after sessions
- Onsite support during transition to new space, renovations, re-locations of programs internally
- Supporting research and organization for the in-house Settlement Resources Toolkit
- Receiving and directing online and in-person inquiries appropriately to settlement team
- Providing information on settlement services and local community resources
- Welcoming drop-in participants and assessing/exploring their settlement service needs at Sunrise location
- Making coffee for resource room and programs, ensuring that all supplies for coffee are available.
- Assisting with the daily opening and closing routines, maintaining general service areas tidy
- Updating and Maintaining resource room and bulletin boards
- Assisting settlement programs, services, and outings as needed
- Performing other front desk duties as required at Sunrise Welcome Place

Qualifications:

- Diploma related to human services, such as social work, counseling, community support, administration
- Demonstrate an ability to work in a multicultural environment, and with individuals and communities affected by discrimination, racism and culture shock
- Broad knowledge of community resources available for newcomers and their families
- Oral and written proficiency in English, Second language is an asset
- Attention to detail and great customer service skills; Previous experience in reception preferred
- Good social media, communication skills and high level of English, written and verbal
- Friendly, personable, reliable and punctual
- Creativity, initiative, flexibility/ability to work with/adapt in a changing environment
- Ability to work as a team and independently; Able to work under pressure in a busy environment
- Successful completion of a criminal record check is required.

Please quote **“Settlement Program Assistant”** in the email subject.

Submit resume and cover letter to Liliane Li at liliane@froghollow.bc.ca by March 08, 2024.

The Association of Neighbourhood Houses of BC (ANHBC) is an equal opportunity employer. Our 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

We thank and acknowledge all applicants and will proactively contact those selected for interviews.

Creating Our Community Together