



Job Description

Position: **Program Coordinator**

Full-time: 35 hours/week

Salary: \$26.00/hour

Effective Date: June 30, 2019

Application Submission Deadline: Aug 16, 2019

Job Purpose

Pacific Immigrant Resources Society (PIRS) is a community-based, non-profit organization serving immigrant and refugee women and their young children since 1975. In 2018, we served 1,263 participants through 20 different programs, we are recruiting a Program Coordinator to support our growth and impact.

The Program Coordinator will be responsible for building and maintaining meaningful relationships with PIRS' partners and frontline staff. Your two main goals would be to increase awareness of PIRS programs through community outreach to grow our partnerships and clientbase; and, support with program administration, including program reporting and evaluation.

Reporting Relationships

The Program Coordinator must be resourceful and knowledgeable about PIRS programs, resources in the community, and issues that affect immigrant & refugee women and their families. With programs located in community spaces, PIRS program staff can feel isolated and cut off from the PIRS office team. The right candidate will facilitate communication between frontline/program staff and the PIRS office. More specifically, the candidate will provide "hands on" support and direction to the Outreach Support Workers team, who recruit clients for PIRS programs and are the onsite direct contact for partners and clients at our program locations. The candidate will facilitate team building and development for program staff (Outreach Support Workers, Teachers, and Early Childhood Educators); coordinate program scheduling; and, support program progress and evaluations (such as by attending term-end meetings). All progress on partner/client generation and program coordination is to be reported to the Operations & Program Manager and/or the Executive Director.

Duties and Responsibilities

Community Relations / Outreach / Networking / Recruitment:

- Support the Outreach Support Workers (OSW) team with client outreach and care
- Report on client outreach, registration, retention, and satisfaction
- Recruit and maintain collaborative community-based partnerships to coordinate provision of services, resolve program delivery, and exchange information
- Increase and maintain our referral network by promoting PIRS programs to community/settlement workers and groups



PACIFIC IMMIGRANT RESOURCES SOCIETY

1874 Kingsway, Vancouver BC V5N 2S7

Tel: 604-298-5888 | Fax: 604-298-7115

info@pirs.bc.ca | www.pirs.bc.ca



- Support PIRS client's (refugee and immigrant women) with program access, help ensure successful integration/participation, and help inform them of other community resources
- Support communication with partners, government officials, funders and donors
- Represent PIRS at special events and workshops as needed

Administration:

- Attend to day-to-day program administrative duties (e.g. budgets, scheduling, space requirements, staff timesheets, agreements, supply orders, etc.)
- Support program development and client service offerings
- Ensure we have the right resources available to support program delivery
- Maintain partnership and client management information systems
- Facilitate communication between the program site staff and with the PIRS office
- Assist with grant and fund applications, proposal writing, and other fund development activities
- Support with other administration needs as required to support the goals of the organization

Research & Evaluation:

- Help identify emerging client/community/sector needs and develop recommendations for programming to address those needs in collaboration with PIRS stakeholders
- Participate in the development and implementation of evaluation activities as required, which may include surveys, collection of data, compiling success stories
- Oversee client research and data intake (gather info with the help of intake workers, teachers, ECE and OSW) in support of proposal development, communications (incl. thought leadership), and operations (growth and improvement needs)
- Help conduct internal needs and performance assessments/evaluations (Quality Assurance)
- Coordinate implementation of the evaluation plan, and help develop an evaluation report and present evaluation findings to PIRS stakeholders and funders

Leadership:

- Maintain effective communication with staff, volunteers, partners, and management
- Adhere to trauma-informed practices and compliance with all PIRS policies and procedures
- Conduct regular site visits to provide support, supervision to program staff, and liaise with community partners and program participants
- Support staff orientation and coordinate team training and development, and ensure cooperation among OSW, ECE, and teachers (team building)
- Schedule, lead and participate in PIRS staff meetings as required, specifically program staff meetings (lead accountability of program staff and support team as needed)
- Assist with the creation and maintenance of a high performance and positive work environment

Qualifications

- Bachelor's degree in a related field or equivalent combination of experience and education



- 2+ years' experience in program coordination and partnership development within the non-profit sector
- Experience working with immigrant &/or refugee women and families of various backgrounds / ages (experience in the settlement sector is preferred)
- Excellent communication skills, both verbal and written, with fluency in English (and a second language is preferred)
- Excellent organizational, data management (incl. compiling & interpreting) and reporting skills
- Flexible and highly adaptive in the face of shifting priorities and deadlines (occasional weekend and evening work may be required)
- Strong proficiency with databases and Excel, and very comfortable with new technology
- Knowledge of clinical methodologies is an asset
- Strong team building, cross-cultural, and interpersonal skills, with a professional presence and an ability to interact with a diverse audience
- Passion for inclusivity and diversity, and interest in being part of a multicultural team is an asset
- Attitudes and values compatible with the goals and philosophy of PIRS
- Must have a valid driver's license and access to a vehicle to travel between programs across Vancouver and in some Lower Mainland communities

Application Details

This position requires a criminal background check.

Please send resume and cover letter outlining relevant experience to:

Pacific Immigrant Resources Society

1874 Kingsway, Vancouver, BC V5N 2S7

Fax to 604-298-5888 | email to: ncabrera@pirs.bc.ca

DEADLINE FOR APPLICATIONS: Aug 16, 2019

We thank everyone for their interest. Only those shortlisted will be contacted.

With respect, diversity, and collaboration at the core of PIRS, we are an organization that knows the value of talented people. A career with us is an opportunity to be part of a team that is focused on supporting and creating inclusive environments and developing skills in those we serve. You can expect a competitive salary, flexibility and challenging work. We recognize the importance of a diverse workforce and encourage applications from First Nations peoples, women, LGBTQ-identified people, people of colour, and people with disabilities.

