



# Newcomers Employment & Education Development Services (N.E.E.D.S.) Inc.

## EMPLOYMENT OPPORTUNITY

**N.E.E.D.S. Inc. is pleased to invite applications for the following position:**

**Position Title:** Volunteer Hub Communication Facilitator

**Service:** Operations Department

**Position Type:** Full-time (35h/week)

**Positions to be Filled:** 1

**Hours of Work:** Mondays – Fridays, daytime/evenings and occasionally Saturdays (must be available to work anytime between 8am – 9pm)

**Salary:** Based on a combination of education and experience

N.E.E.D.S. Inc. is seeking experienced and qualified individuals for *Volunteer Hub Communication Facilitator* position in our Operations Department. The Volunteer Hub Communication Facilitator will be primarily responsible for facilitating various activities as outlined in the Maintaining Effective Volunteer Engagement in Serving Newcomer Youth Remotely project. The successful candidate will work in the office as part of the team delivering the project.

### **Main Job Responsibilities include:**

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#### **Services:**

- Facilitate/co-facilitate volunteer recruitment webinars
- Facilitate training sessions for volunteers on participation in remote delivery of services as well as modify volunteer training modules for engagement in settlement services
- Facilitate various volunteer engagement activities such as: monthly virtual conversation circles; monthly skill development workshops and daily virtual debrief sessions
- Participate in interviewing aspirant volunteers through virtual communication technologies
- Assist in producing digital presentations as well as posting promotional advertisements and presentations on agency and partners' websites and social media networks
- Assist in developing training modules and tutorials to train volunteers on engaging in services using accessible virtual communication technologies (such as Zoom)
- Assist in developing translation of tutorials for clients on remote communication tools in multiple languages (French, Arabic, Tigrinya, and Swahili)
- Assist in developing an evaluation framework (including the creation of data collection and data management tools)
- Assist in developing tools and approaches that would allow to test a multi-pronged innovative approach to recruiting, training, engaging, and retaining volunteers in remote delivery of settlement services
- Assist in establishing partnership development with local sources of volunteers
- Assist in maintaining and effectively utilizing existing partnerships with several local post-secondary institutions and community organizations (including, ethnocultural organizations representing different ethnic/linguistic communities)

**Administrative:**

- Monitor and report on activities, build and maintain records in an effective and confidential manner
- Ensure the collection of data as outlined in the project guidelines
- Submit reports and documents in a timely manner. Documentation may include but is not limited to registration documents, attendance and evaluation forms
- Participate in required staff meetings and relevant trainings
- Regularly communicate and collaborate with the Virtual Outreach Coordinator and the Managers at the NEEDS Centre to ensure appropriate project operations
- Organize workflow to accomplish established objectives. Ensure tasks and progress are properly tracked and reported according to Agency protocols
- Operate in accordance with the policies, guidelines, and protocols of the service and partner organizations
- Other duties as assigned

**Skills and Education Requirements:**

- Relevant educational background or equivalent combination of education and experience
- Able to work cross-culturally with people from diverse cultural and religious backgrounds
- Experience working independently under minimal supervision as well as in multi-disciplinary teams
- Understanding of settlement challenges and barriers that exist for newcomer youth and their families
- Able to establish and maintain effective working relationships with diverse individuals and cultures, school staff, students, families and community agencies
- Excellent communication (oral and written) and organizational skills
- Able to work under pressure in fast paced environment and manage crisis and conflict effectively
- Able to provide current criminal record check and child abuse check at start of employment

**Assets:**

- Able to work from a Trauma Informed Perspective
- Understanding of the impact war and conflict on children, youth, families and communities
- Understanding of the impact on poverty on children, youth and families
- Knowledge of community resources designed to support newcomer children, youth and families
- Additional languages other than English
- Current First aid, CPR training and Non-Violent Crisis Intervention (NVCI)

Please submit a resume and cover letter explaining your interest, qualifications, language ability, and salary/wage expectations by **October 15<sup>th</sup>, 2021**

Attention: Human Resources  
Newcomers Employment & Education Development Services (N.E.E.D.S.) Inc.  
251 A Notre Dame Avenue, Winnipeg, MB, R3B 1N8

Or via email at: [HRneeds@needsinc.ca](mailto:HRneeds@needsinc.ca)  
(Please combine the resume and cover letter into one document)

**Newcomers Employment & Education Development Services (N.E.E.D.S.) Inc. encourages applications from qualified candidates who reflect the diversity of the population we work with.**

**Only candidates selected for a skill test/ an interview will be contacted.**