



Job Posting: Membership and Community Engagement Coordinator (Part-Time)

Umbrella Multicultural Health Cooperative is a member-driven, not-for-profit, community health Centre (CHC). Our members are people who face language and cultural barriers accessing health care. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those without access to health security.

We work with a Cross Cultural Health Broker (CCHB) Model. CCHBs are multicultural, multilingual health care workers who facilitate communication between patients, service providers and health and social service systems.

Job purpose/summary

The Membership and Community Engagement Coordinator is responsible for developing, implementing, and overseeing Umbrella Co-op's Membership and Community Engagement program and activities, that support patients and community members active participation in the mission and vision of the organization.

The Membership and Community Engagement Coordinator will develop and implement a community engagement framework that includes activities such as strategic, inclusive, and accessible community events, committees and outreach programs that encourage the community's active involvement in informing and shaping the services and programs offered at Umbrella Co-op.

Duties and responsibilities

1. Develop and implement community and membership engagement framework
2. Consults, involves, and builds relationships with key community stakeholders in a way that reflects Umbrella Co-op's mission, vision, and values
3. Provide expertise in the organization and execution of special community activities
 - Ensure events, activities, materials, etc., are appropriately organized to meet community needs
4. Lead and organize project related workshops, focus groups and/or events (including the Annual General Meeting), in-person and/or virtual
5. Assist supervisor in activities related to the hiring, recruitment, and onboarding of community health workers (CHWs)
6. In collaboration with supervisor, train and provide ongoing support to community health workers in membership outreach, new member onboarding, and on-going member engagement
7. Collaborate and oversee the development of communication materials that appropriately support community outreach and engagement
8. In collaboration with Evaluation and Data manager, implement evaluation plans and tools related to community and membership engagement
9. Develop and implement protocols and procedures related to the program
10. Responsible for managing project budget, record keeping, and for procuring program supplies
11. Complete administrative duties related to the project
12. Strictly adhere to privacy and confidentiality
13. Attend internal and external stakeholder meetings as necessary

Qualifications

- Post-secondary education in health or social sciences, or equivalent experience in community development or in the settlement and integration sector
- Experience in community engagement or community consultation practices
- Experience in project coordination
- Experience with event management, community groups and workshop facilitation
- Understanding of trauma-informed care practice and principles
- Ability to create culturally and inter-culturally safe and inclusive spaces rooted in migration experience
- Demonstrated ability to work as a team and support other team members
- Proficiency in using MS Office, MacOS and other digital communication platforms
- Ability to communicate clearly and concisely, both orally and in writing, to a broad range of audiences
- Ability to create and implement efficient and effective protocols and procedures
- Ability for time management, prioritization, and organization
- Ability to take initiative, problem solve and make decisions within the scope of the position
- Demonstrated ability to work independently and collaboratively
- Self-awareness, accountability, and ability to build trusting relationships
- Demonstrated ability to manage risk and maintain confidentiality

Preferred skills

- Experience working in culturally diverse community-based setting
- Working with diverse, immigrant, and refugee communities
- Experience with cooperative principles and membership management

Working conditions

As community service organization, the work at Umbrella Co-op is demanding and rewarding. Umbrella Co-op is committed to providing an emotionally and physically safe working environment where employees can thrive in their roles.

The Membership and Community Engagement Coordinator works onsite in a shared office environment and remotely, and daily interpersonal interactions are required using videoconferencing and mobile technologies.

The work requires working during evenings and weekends to support community events. The work may require travelling throughout the Lower Mainland to meet with community organizations and groups.

Physical & Mental requirements

The Membership and Community Engagement Coordinator is responsible for providing a safe, respectful environment where all community members and team members can thrive and feel a sense of belonging with others and with the organization.

The Membership and Community Engagement Coordinator is responsible for bridging communication gaps and addressing conflict, tension and barriers amongst team members, community members and/or program participants, and effectively leading and resolving uncomfortable conversations in a safe and supportive environment. The role uses sound judgement to reach out for supervisor support as necessary.

The Membership and Community Engagement Coordinator is responsible for the work outcomes and results of the people they support. They are required to provide clear and direct instructions and foster effective communication channels between team members.

The Membership and Community Engagement Coordinator spends extended periods of time sitting stationary in front of a monitor using computers, which can cause muscle strain. The position will also have to do lifting of equipment and supplies from time to time. If assistance is needed, they are encouraged to reach out to members of the team.

JOB TYPE: Part-time, 15 hours per week, evening and weekend work required

SALARY: \$25.17 - \$27.29 per hour, depending on experience

EXPECTED START DATE: October 1, 2021

CONTRACT END DATE: March 31, 2022, with possibility of extension depending on organizational resources

APPLICATION INSTRUCTIONS: Please submit a one-page cover letter and your resume, all one document, with the title: “[InsertYourName].MembershipEngagement” to info@umbrellacoop.ca

For more information, please visit our website www.umbrellacoop.ca

We kindly thank you in advance for your interest and application; however, only selected candidates will be contacted for an interview.