



Calgary Immigrant Women's Association is a not for profit Immigrant serving agency established in 1982. CIWA's Mission is to engage and integrate all immigrant women and their families in the community. We are seeking an individual who shares our values of Integrity, Equity, Inclusiveness, Innovation and Leadership.

Empower Immigrant Women. Enrich Canadian Society.

**Community Liaison/System Navigator - Family Resource Network
Full Time Position - 37.5 hours per week
Competitive salary and benefits package**

The role of Family Resource Network (FRN) Community Liaison is to liaise service delivery within the FRN Hub and with the relevant Spokes in the community. This includes Referral and Coordination services (Spoke) supporting families to navigate service systems and partner with parents and caregivers in identifying and accessing community resources.

DUTIES AND RESPONSIBILITIES

- Liaise and build trust-based professional relationships with external partners to expand the relationships with community partners in their ability to be inclusive of newcomers
- Connect clients with the services within the Hub and relevant Spokes in the community
- Actively conduct outreach activities to promote the Family Resource Network services and other CIWA programs in the community
- Collaborate with FRN Coordinator and department manager to engage clients
- Facilitate client referrals through in-person, over the phone and email communication
- Conduct follow-ups with clients to ensure supports and services requested are being accessed
- Conduct follow-ups with spokes to ensure client referrals have been completed (clients accessing spoke services)
- Maintain project information through the use of spreadsheets, folders, and databases
- Assist FRN Coordinator with monthly reporting and other administrative tasks as and when needed
- Participate in regular staff meetings, case conferences, in-service training, and other meetings as required
- Assist department manager with outcome measurement, evaluation and reporting
- Ensure client data entry is complete and accurate in CMS database
- Attend and participate in CIWA events
- Other duties as assigned by the Department Manager including requests for additional paid hours on a temporary basis when needed

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA
- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- A high level of IT and Administrative skills

QUALIFICATIONS

- A university degree in human services, social work, psychology, or early childhood education
- Proven experience developing and fostering business partnerships/collaborations
- Appreciation and knowledge of cultural diversity/experience working with immigrant population
- Excellent written communication and presentation skills
- Strong organizational skills and interpersonal skills
- Excellent computer skills
- Ability to work as part of a team
- Second language is an asset
- Valid driver's license and reliable vehicle is required

Pre-employment requirement: Successful candidate must clear Police Check including Vulnerable Sector Check

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive, please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
Suite 200, 138 - 4th Avenue SE
Calgary Alberta T2G 4Z6
Fax: 403.264.3914
Email: careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.