



Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to be a national leader in transitioning immigrant women to success in Canada. We are seeking an individual who shares our values of Equity, Excellence, Collaboration, Inclusiveness and Empowerment.

Empower Immigrant Women. Enrich Canadian Society.

Program Coordinator - Family Resource Network Hub
Full-Time, 37.5 hours per week
Competitive salary and benefits package

SUMMARY OF POSITION

The role of Family Resource Network (FRN) Hub Coordinator is to oversee the FRN coordination of direct service delivery. 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

- Coordinate all programs with the FRN Hub and Spoke
- Conduct intake, needs assessment, protective and risk factor assessment/survey of immigrant and new Canadian children/youth/parents families seeking services
- Facilitate client referrals through in-person, over the phone and email communication followed by follow-up conducted with clients to ensure supports and services requested are being accessed as well as follow-ups conducted with Spokes to ensure client referrals have been completed (clients accessing Spoke services)
- Connect clients to appropriate Spoke services offered in the Family Resource Network that is delivered by formal and informal partners
- Provide immigrant and new Canadian children/youth/parents families seeking access to services and resources with information and orientation on all services available in Calgary to address their unique needs
- Provide information and orientation sessions to agencies working with immigrant and new Canadian children/youth/parents families regarding prevention and early intervention services offered through the FRN
- Support partnering organizations (Spokes) in identifying resources available for caregivers, children/youth/parents families
- Organize interpretation and/or translation support as needed by client or Spoke
- Conduct a thorough formal needs assessment using Risk and Protective Factors Survey for immigrant and new Canadian children/youth/families in the areas of three core service delivery domains – child development and wellbeing, caregiver capacity building support, social connections (connection) and support
- Engage clients in identifying needs and developing a personalized action plan to guide each client's progress
- Connect clients with staff who understand their culture and offer first language support to build trust
- Contribute to building and abiding to the FRN Standards of Practice
- Work collaboratively with Calgary Region Children's Services and key community stakeholders.
- Monitor and report all "Hub and Spoke" activities to Family and Community Resiliency Division
- Provide ongoing assessment, quality improvement and addressing barriers to FRN access

- Work with FRN liaison/navigator to refer clients to services as required
- Ensure client data entry is complete in CMS databases
- Prepare high quality reports to the Manager
- 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
- Demonstrate a high level of administrative and IT capacity

QUALIFICATIONS

- Registered Social Worker designation or Masters in Social Work
- Experience with program planning and program implementation
- Ability to research and access resources
- Proven experience in proposal and report writing
- Computer literacy and strong communication skills including writing skills
- Experience working with immigrants
- Appreciation and knowledge of cultural diversity/experience working with an immigrant population
- Supervisory experience in a not for profit environment
- Ability to work independently and as part of a team
- High motivation and positive attitude

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.