



DIVERSE*city*
community resources society

Everyone Belongs Here

Executive Brief | October 2022
**Director of Community &
Civic Engagement**



● THE OPPORTUNITY — DIRECTOR OF COMMUNITY & CIVIC ENGAGEMENT

DIVERSEcity Community Resources Society is seeking a talented non-profit leader for the role of Director of Community & Civic Engagement. The Director of Community & Civic Engagement will lead the department in development, innovation, management and community accountability of programs and initiatives.

The ideal candidate brings an entrepreneurial spirit, experience in social work or counselling, strategic business sense with a hands-on service orientation, and the ability to influence and inspire teams, colleagues and stakeholders through highly effective communications.

● THE ORGANIZATION

DIVERSEcity Community Resources Society is a registered charity and non-profit social services organization with a 42+ year history in British Columbia offering a wide range of services and programs to newcomers and other diverse communities to build the life they want in Canada.

At DIVERSEcity, our free, multilingual programs and services in settlement, language, employment, community engagement and mental health provide them with information, skills and connections for their journey toward success and belonging.

Our social enterprises — DIVERSEcity Interpretation and Translation Services, DIVERSEcity Skills Training Centre and our Language Testing Services — support this work, too.

DIVERSEcity was the first immigrant-serving organization in the city, and currently has three campuses that have become an integral part of the community's social services fabric. Today, DIVERSEcity's commitment to building a strong community where all newcomers and citizens can thrive is stronger than ever in the face of the complex challenges we're facing as a country — from the pandemic to combatting systemic racism to Indigenous reconciliation.

As a community leader, DIVERSEcity is committed to do our part to address systemic inequities in our society and developing and delivering innovative services with successful outcomes for newcomers, employers and communities alike.

For more information about DIVERSEcity, go to dcrs.ca.



HELPING NEWCOMERS AND OTHER DIVERSE COMMUNITIES FIND SUCCESS AND BELONGING

OUR HISTORY

- DIVERSEcity is a mature, seasoned organization with a **longstanding relationship with our funders, partners and stakeholders.**
- Our 42+ year history as Surrey’s first immigrant settlement organization gives us the advantage of offering holistic, full **wraparound support services** to provide individuals the services they need.
- When the COVID-19 pandemic hit, we pivoted to offer virtual services in everything from settlement to employment, recognizing that our clients need our support more than ever before. We now offer hybrid services, with both in-person and virtual options.

OUR MISSION

To inspire belonging in a strong integrated community by empowering newcomers to Canada.

OUR VALUES

- GROWTH**
- RESPECT**
- INTEGRITY**
- COMPASSION**

OUR STRATEGIC OBJECTIVES

PEOPLE AND CULTURE
Create an organization that fosters a culture of empowerment and resilience.

INNOVATION
Find new ways to operate in order to increase efficiency and enhance service delivery.

PROFILE
Create awareness of our mission both internally and in the community.

GROWTH
Focus on meaningful and intentional growth that aligns with our values.

Read our latest Annual Report online at dcrs.ca/about-us/our-story





LEADERSHIP & GOVERNANCE

- We pride ourselves on our **strong governance**, low-risk management model, and policies and procedures to ensure a safe and supportive client experience every time.
- We have a continuous improvement approach that looks for **best practices** to deliver settlement services, such as our Integrated Needs and Solutions Client Assessment Intake Tool.
- We have a proven ability to provide **measurable outcomes with supporting data**.
- We were selected by the Government of BC as one of the five Refugee Response Teams during Operation Syrian Refugee (Fraser Valley). Now we're embarking on one of the new Refugee Readiness Teams (South Fraser) in response to current needs.
- We are the contract holder for the **Surrey Local Immigration Partnership (LIP)**, which further positions our leadership in immigration services in the city.

THE PEOPLE & EXPERTISE

- The **dedicated and resilient people** in our organization from our front-line settlement workers to our management — most of whom are immigrants or racialized Canadians with lived experiences to share — are the reason behind our strength in delivering results.
- We have a longstanding focus on supporting different types of newcomers, particularly **underserved and vulnerable populations**. We have honed our skills to meet the needs of those who need the most support such as refugees and pre-literacy newcomers.
- We also scale our services to support **skilled immigrants** and those ready to integrate quickly.
- We have a highly trained team of **settlement workers, employment specialists and language instructors** — a majority of whom are successfully integrated immigrants. They've experienced the newcomer journey and serve not only as advisors but role models to our clients based on their own lived experiences.
- We also have specialized team of settlement workers who provide trauma-informed personalized case management approach for **multi-barriered immigrants and refugees** through a culturally appropriate lens.
- We have **mental health, substance use, violence prevention and clinical counsellors** who deliver trauma-informed counselling services and supports in first languages — a specialized service that DIVERSEcity is uniquely qualified to provide.
- Further, we connect clients to health, government, school and justice supports through our social enterprise, **DIVERSEcity Interpretation & Translation Services**, the largest interpretation and translation provider in the Lower Mainland in 88+ languages.





● JOB DESCRIPTION

Director of Community & Civic Engagement DIVERSEcity Community Resources Society

PURPOSE OF THE JOB

Reporting to the Chief Operating Officer, the Director of Community & Civic Engagement is responsible for the development, innovation, management and community accountability of programs and initiatives within the Community & Civic Engagement department. Primary responsibilities include overseeing the following activities: assessment of program needs, program planning and implementation, direct program management, strategic planning, preparation of funding proposals for new and existing contracts, and overseeing contract reporting requirements.

1.0 SPECIFIC RESPONSIBILITIES AND AUTHORITIES

1.1 Contract Management

- Responsible for overseeing the management of funded contracts in the Community & Civic Engagement Department.
- Leads new proposals and contract negotiations.
- Ensures that all contract deliverables and reporting requirements are being met.
- Approves all written submissions to funders.
- Negotiates funding contracts and facilitates the contracting process.
- Is responsible for overseeing, and when necessary, coaching, all negotiations carried out by managers.
- Ensures financial stability and sustainability of all programs in the department and effectively monitors the contributions towards administration, rent coverage, and management hours.

1.2 Strategic Planning

- In collaboration with the Leadership Team, leads the organizational wide strategic planning process.
- Leads the collaborative process of the development and implementation of a values-aligned strategic vision and initiatives for the department with department managers and staff.
- Ensures that department strategic development vision and initiatives are congruent with the organizational wide strategic plan.

1.3 Service Quality

- Working with the department's Leadership Team, engages in the development of quality assurance systems and evaluation procedures as they apply to funded programs, including client feedback, program evaluation, and assessment of needs.
- Responsible for the DIVERSEcity's PQI processes as it pertains to the department.
- Conducts ongoing assessment of community strengths and needs and funding trends as it pertains to the department.

1.4 Business Development

- Collaborates with the department managers, staff and other department directors to plan, develop and implement new programs and projects informed by equity centred design approaches.
- Responsible for the preparation and submission of program/project proposals in response to Requests for Proposals for repeat and new funding opportunities.
- Liaises with program funders regarding operations and ongoing planning and evaluation.
- Ensures that assigned programs are current, innovative and meet the needs and mandate of DIVERSE city's values.
- Keeps current with information about all funding sources and ensures the dissemination of this information to the



● JOB DESCRIPTION (CONTINUED)

Director of Community & Civic Engagement DIVERSEcity Community Resources Society

relevant Directors and/or managers.

- Attends necessary community, government and agency meetings and eventually takes a leadership role at these tables/committees.

1.5 Risk Management

- Provides their best advice to the Chief Operating Officer on all matters relating to their areas of oversight and in alignment with the organization's mission and values.
- Is active in risk reduction and management on a daily basis.

1.6 People & Culture

- Hiring, supervising, coaching and mentoring senior managers and managers to develop high performing teams with a growth and accountability mindset.
- Builds and promotes a people & culture- centric workplace in collaboration with the Director of People & Culture.
- Ensures communication within the teams is transparent and is consistent with the agency's values and fosters team building and opportunities to learn.
- Plans and executes team building; one on one support; trainings for continual team development.
- Collaborates with the Director of People & Culture and the Chief Operating Officer to develop a framework for Leadership Team meetings to communicate key information, develop/mentor managers and convey collective information for decision making.

1.7 Relationship building/partnerships

- Develops and builds relationships internally and externally to support or enhance the work of the department (e.g., between internal programs, senior managers and managers, departments, other organizations, post-secondary institutions, industry partners, various levels of government, etc.)
- Represents DIVERSEcity positively and professionally in the community.
- Actively engages on external committees, advisory groups and relevant networks to be informed and updated on emerging issues, new/alternative-funding opportunities and to advocate for change to address systemic issues immigrant, refugee, culturally diverse and racialized populations encounter.

2.0 RELATIONSHIP

- Member of DIVERSEcity's Senior Leadership Team.

3.0 REPORTING

- Reports directly to the Chief Operating Officer
- Keeps the Chief Operating Officer informed about developments of importance.
- Prepares reports to the Board of Directors on a quarterly basis.
- Provides reports to funders, and Chief Operating Officer as required.

● JOB DESCRIPTION (CONTINUED)

Director of Community & Civic Engagement DIVERSECITY Community Resources Society

4.0 SUMMARY OF KEY DELIVERABLES/ACCOUNTABILITIES

- Fulfill contract requirement as outlined by funders i.e. federal, provincial, municipal and financial institutions
- Increase program budgets annually 10% or more as per strategic plan
- Ensure a robust team development program, inclusive of proposal and grant writing, performance management, creating a healthy workplace by ensuring team mindset that values the need for work/life balance
- Community engagement, ensure that we incorporate an equity centered design through stakeholder engagement to inform future partnerships and program development
- Adhere to our strategic objectives measurable and results-based targets to be achieved in support of our vision in the following areas
 - People and Culture: Create an organization that fosters a culture of empowerment and resilience.
 - Innovation: Find new ways to operate in order to increase efficiency and enhance service delivery.
 - Profile: Create awareness of our mission both internally and in the community.
 - Growth: Focus on meaningful and intentional growth that aligns with our values.

5.0 QUALIFICATIONS

- Bachelor's degree in social work or counselling.
- Master's Degree in social work would be considered an asset.
- 10+ years in program and business development as well as and project management in a community-based non-profit setting.
- Proven proposal writing skills, and intermediate/advanced knowledge of federal and provincial funding processes.
- Knowledge of federal, provincial funding programs and alternate funding sources.
- Familiarity with community resources and organizations in the lower mainland.
- Proven problem-solving abilities, adaptable, and exercises good judgment.
- Proven ability to manage time and multiple priorities; works well under pressure.
- Proven project management and administration skills, including personnel and financial management.
- Thorough understanding of business planning, change management and performance execution to meet and exceed milestones and KPIs
- Excellent oral and written communication skills along with effective collaboration skills.
- Ability to act as a coach and mentor to all levels of staff and management.
- Ability to work independently and as a member of a multidisciplinary team.
- Excellent problem-solving ability, discretion and judgment and ability to work under pressure and timelines.
- Demonstrated cross-cultural experience and/or knowledge of immigrant settlement and integration issues.
- Computer literacy in MS Word, MS Excel, E-mail and internet applications.
- Affiliation to appropriate professional associations an asset .



● JOB DESCRIPTION (CONTINUED)

Director of Community & Civic Engagement DIVERSEcity Community Resources Society

HOW TO APPLY

Please send your resume and well-crafted cover letter detailing your interest and fit for this role to: recruitment@dcrs.ca or contact:

Aman Hans

Talent Acquisition Specialist (Recruiter)
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