



Program Assistant

Part-Time (14 hours / week)

About Us

New Hope Community Services exists to provide excellence in transitional community housing for newcomer refugee families. To this end, New Hope owns and operates apartment buildings in Surrey and New Westminster where newcomer refugee families live in community with Canadian Christian families. Refugee families stay at New Hope for up to 18 months before transitioning to more permanent housing and increased independence.

New Hope's vision is for every refugee coming to Canada to belong, thrive and make it their home. Compelled by God's love and our faith in Jesus Christ, New Hope is a sanctuary and loving community of care for refugees that prepares them to thrive in Canada. Our values are:

1. **A place to call home** - We believe all refugees deserve a clean, safe, and affordable place to call home.
2. **People before everything** - We exist for the people who live in our buildings. They aren't just tenants. They are our neighbours and friends.
3. **Intentional community** - We believe intentional community leads to shared experiences and mutual transformation. We believe in experiencing life together and that in community we are all transformed.
4. **Increasing our impact** - We believe in making a difference. More housing, more conversations, and more tools leading to independence make an impact, enabling our families to thrive in their Canadian lives.

Overview of the Program Assistant Role

The Program Assistant, reporting to the Director of Programs, oversees the successful delivery of scheduled programming at New Hope's New Westminster site. Since the New Westminster site is newly opened (in late 2024), the Program Assistant will play an integral role in building and forming the community culture at this site. This includes organizing weekly social activities and monthly community dinners with volunteers, and building relationships with newcomer refugee residents.

In addition, the Program Assistant will play a supportive role in the broader life of the organization, including assisting with administrative tasks, contributing to fundraising and program events, participating in occasional building maintenance projects, and helping residents achieve their program milestones.



The New Westminster site has 11 residential units, of which 3 are occupied by newcomer refugee families (New Hope residents), the remaining 8 units are occupied by long-term tenants who do not participate in New Hope programs. When vacancies arise, newcomer refugee families will move in. The Program Assistant will liaise with long-term tenants, if needed, and assist with orientation for New Hope families upon arrival.

New Hope's main office is located at the Surrey site, therefore some travel between the Surrey and New Westminster sites is required.

Key Responsibilities

1. Cultivate community culture and build relationships with newcomer refugee families through organized events in New Westminster

- Organize a weekly gathering for families including activities for children, guided conversation topics for English learners, and refreshments, if necessary.
- Work with the Director of Programs to organize monthly community dinners on Thursday evenings. This will include working with New Hope volunteers, and taking on primary responsibility for set-up and clean-up.
- Learn and remember the names of all residents in the building and commit to praying for them regularly.
- Embody a spirit of hospitality and invitation.
- When new families move-in, welcome them and orient them to the New Hope community and to the local neighbourhood. Support new residents with their day-to-day adjustment to Canadian life and life at New Hope.
- Uphold New Hope's program model by encouraging self-reliance and the movement towards greater independence, and by treating all residents equitably.
- When appropriate and in consultation with the New Hope staff team, assist residents in achieving their program milestones, and in the key transitions prioritized in our program model, which include movement towards residents' goals for life in Canada, increased language acquisition, employment, and eventually permanent housing outside of New Hope.

2. Provide administrative and organizational support

- Perform administrative tasks, such as filing, as needed.
- Contribute to fundraising and program events as needed.
- Participate in building projects and light maintenance as needed.



New Hope

COMMUNITY SERVICE

- Assist Property Manager in communicating with tenants (New Hope residents and long-term tenants), coordinating access for trades, etc., as needed.

3. Program Assistant will be required to sign the following documents:

- New Hope's statement of faith (The Apostle's Creed)
- Confidentiality Agreement
- Conflict of Interest Agreement
- Volunteer Agreement Form (including the child protection policy)
- Criminal Record Check

About You

The Program Assistant role offers a unique and fulfilling opportunity to build intentional, cross-cultural community and relationships while welcoming newcomers to Canada. Skills, experiences, and traits that will help the Program Assistant thrive include aptitude in or a strong desire to grow in the following areas:

- Relationship building with diverse people of different ethnicities, nationalities, religions, languages, and varying socioeconomic and educational backgrounds
- Cross-cultural communication and communication with non-English or low-English speakers
- Flexibility and adaptability
- Intercultural awareness and curiosity, open-minded, inclusive, and non-discriminatory
- Self-awareness, understanding the factors that contribute to one's own perspective
- Enjoy working with children
- Organized and detail-oriented
- Event planning and coordination
- Awareness of trauma-informed care is an asset

Qualifications

- Proficient with email, and word processing.
- English language proficiency.
- Minimum high school diploma or equivalent. Bachelor's degree in a related discipline is preferred.



Location & Working Conditions

- Time will be divided between the New Westminster and Surrey sites (608 Tenth Street, New Westminster and 13478 Hilton Road, Surrey), with the majority of the time spent at the New Westminster site and occasional off-site events.
- 14 hours/week - There is some flexibility in how the hours are divided, but the ideal is 3 shifts per week with afternoon to early evening availability allowing for monthly community dinners, and weekly social activities during after school hours.
- New Hope offices are shared spaces, and you will need to have a mobile phone with a Canadian number and the ability to communicate via text and Whatsapp.
- Salary: \$22/hour
- Start date: week of March 3, 2025

How to Apply

If this opportunity excites you, please send your cover letter and resume to Executive Director, Christina Lui, at christina@newhopecs.org. Applications will be received and reviewed on a rolling basis. Only candidates invited to interview will be contacted. Thank you!