



Resident Assistant - Surrey

Volunteer Job Description

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 Westminister, 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 Resident Assistant Role

In our Surrey location, ten newcomer refugee families live alongside three Resident Assistant (RA) families. This model provides a home, friendship and belonging for refugee families with children as they adjust to life in Canada.

Resident Assistants are crucial in fostering New Hope's core value of intentional community. This community is built and cultivated through a combination of structured programming and spontaneous shared experiences, with RAs playing an active role in both. As neighbours and friends, RAs are integral to the day-to-day impromptu interactions and invitations that constitute "neighbouring" and creating a community of care.

The RA position offers a rare and meaningful opportunity to engage in the rhythms of giving and receiving hospitality and cultivating cross-cultural friendships while experiencing mutual



transformation. It also offers the privilege of walking alongside and witnessing people journey from places of instability towards safety, stability, community, and renewed hope for their lives.

This role is well-suited for a couple or a small family seeking a deeply rewarding experience in community living. For married couples, we expect that both spouses are committed to fulfill the role as a family, but how you share the responsibilities is very flexible. This is not a full-time job; you can work and study alongside fulfilling this volunteer position. This job description details the full scope of the community living experience, and it can work well with many different types of family and work arrangements. If you have any questions about how this works with other RA families and how it might work for your family, please reach out, as we'd love to have a conversation!

Resident Assistant Role & Responsibilities

1. Cultivate Community Culture and Relationship Building

- 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. This could include home visits, invitations to your home, invitations for outings, etc. We understand that time availability and capacity ebb and flow, and sometimes you'll be able to do more of this, and other times less.
- Out of your own skills, giftings and interests, regularly initiate community-oriented activities (such as, hockey watching party, ladies night, knitting, video games, baking, etc.)
- Uphold New Hope's program model by encouraging self-reliance and the movement towards greater independence, and by treating all residents equitably.
- Set and maintain healthy boundaries, feeling free to decline requests that go beyond your role or capacity.
- Support the key transitions prioritized in our program model, which include movements toward residents' goals for life in Canada, increased language acquisition, employment, and eventually permanent housing outside of New Hope. This might include sharing job or housing information, driving to appointments, etc. This type of support is not a requirement, but is part of what it means to be a neighbour, and should only be offered when it is within one's capacity to do so.
- 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.



2. Engage in Community Programs and Events

- Participate in community meals (every second Thursday at 6:00 PM) and assist with setup and cleanup.
- Support other New Hope events, both within and outside the building, through active participation and assistance. This includes field trips, special programs, and fundraising events.
- Occasionally, RAs will assist in guiding volunteers and assisting with volunteer-run programs in the absence of the programs staff.

3. Work as an integrated member of the broader RA & Staff Team

- At least one member of an RA family attends weekly staff meetings to maintain team cohesion and alignment with New Hope's mission.
- RAs provide back-up coverage when the Evening & Weekend Manager is unavailable.
- Coordinate with the Property Manager, the Evening & Weekend Manager and other RAs to triage building concerns, access for trades, and related property management and tenant management issues.
- Perform light caretaking duties as needed.
- Be aware of fire safety and security issues, and enforce house rules when necessary.
- Inform the team in advance when travelling out of town, and find coverage if necessary.
- Participate in annual reviews and recommitments to ensure personal and team sustainability.

4. Resident Assistants are required to sign the following documents:

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



About You

Serving as a New Hope Resident Assistant is an invitation to a lifestyle marked by intentional community, and cross-cultural relationship building. Skills, experiences, and traits that help Resident Assistants thrive in this setting include aptitude or a strong desire to grow in the following areas:

- Living in intentional community 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 living and working with children
- Awareness of trauma-informed care
- Building maintenance aptitude is an asset

Additionally, you will be well-suited to the Resident Assistant role if:

- You have the desire, time, and emotional capacity in your daily life for new relationships, community rhythms and responding to spontaneous invitations.
- All of your family members who will live on-site are committed to intentional community living and to serving as a Resident Assistant Family.
- You are prepared to honestly self-reflect on this role and its suitability for your family on a regular basis.
- You can commit to living at New Hope for a minimum of 18 months.
- You are connected to a local church community.

Rent

- RAs pay rent. New Hope rent rates are 60-75% below market. Rents range between \$1100-1500 depending upon the unit, plus electricity. Shared wifi, heat, and hot water are included.
- Tenancy at New Hope is offered as part of the live-in volunteer agreement, and tenancy is contingent upon fulfilling the Resident Assistant role and responsibilities.
- The Resident Assistant role is a volunteer, unpaid position. This is not a full-time job. You can work or study alongside fulfilling the duties of this position.



New Hope

COMMUNITY SERVICES

Location & Timeline

- North Surrey building - 13478 Hilton Road
- Move-in date Spring 2025
- Applications will be accepted on a rolling basis until the position is filled.

More about New Hope

- Visit our [website](#)
- See our community life in action on [Instagram](#)
- Read about the Resident Assistant perspective: [Top Ten Reasons our Family Loves Living at New Hope](#) and [“Home Is” by Yehuda Mansell](#)

How to Apply

If this opportunity excites you, please send your cover letter and resume to Executive Director, Christina Lui, at christina@newhopecs.org. If you are interested and would like to learn more before applying, please reach out. We'd love to talk to you!