



**OPERATION COMPASSION
SOCIETY OF BRITISH COLUMBIA**

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ASSISTANT DIRECTOR ROLE

BACKDROP

Founded in March 2002, UMOJA is a recognised Persons of African Descent (PAD)/Black founded family-centered settlement nonprofit offering a broad range of programs to support the **holistic** integration of newcomers including those of **refugee background** to Metro Vancouver, and particularly the rapidly growing municipality of Surrey, BC.

UMOJA PROGRAMS

Our programs include **mainstream service referrals (counselling, housing, medical etc.), early years parenting, family outreach and integration, English literacy, computer training, vocational training and job readiness /career guidance, cultural orientation and brokerage, social integration, middle years after school programs, newcomer men's hub, youth mentorship, and food security** etc. UMOJA also contributes to community research, engagement, and advocacy on behalf of underserved visible minority groups living in Metro-Vancouver and its environs.

Internationally, Umoja is actively involved in improving the quality of life and long-term outcomes for local communities currently within the East African Great Lakes region in Western Uganda via **primary education, youth vocational training, and a micro-finance program** for women.

ASSISTANT DIRECTOR'S ROLE

*We are seeking a qualified, **highly motivated, and visionary community champion** to support our efforts towards being a truly benchmark sector player focused on outstanding service delivery and trust-centered, enduring stakeholder partnerships.*

Reporting to the Executive Director, you will help transform **program design, delivery, and reporting** ensuring that we effectively meet the needs of our clients and align with our vision and mission. The ideal individual will also play a pivotal collaborative role in shaping strategies to support our vision and mission.

You will also help to strengthen **fundraising efforts, partnership development, program expansion, community engagement, stakeholder reporting, storytelling, communications, and branding initiatives** ultimately aimed at enhancing UMOJA's brand, competence, and **stakeholder trust** toward ultimately empowering newcomers and fostering broader community wellbeing.

WHAT UMOJA OFFERS

Mission: "To empower immigrants and refugees to successfully integrate into an inclusive Canadian society. Internationally, we support initiatives to improve the quality of life in global communities.

Vision: "Building strong communities; moving from newcomers to neighbours."



- At UMOJA, you'll be part of a dynamic team **dedicated** to making a real difference in the lives of newcomers. We offer a supportive work environment, opportunities for professional development, and the chance to contribute to meaningful change in our community.
- Great **workplace autonomy** with a flexible, supportive, and **trust-centered** work environment, and superb opportunity to explore your ideas and talents.
- Exceptional opportunity to **"hold space"** on behalf of **underserved groups** through a respected minority-founded organization.
- Opportunity to meaningfully **influence strategic** direction for the organization as well as broader policy, and community outcomes.
- UMOJA is an **equal opportunity employer**. We celebrate diversity and are committed to creating an inclusive environment for all.

PRIMARY RESPONSIBILITIES

Program Development & Management

- Act as a **creative catalyst**, driving ideation and innovation in the design, implementation, and continuous improvement of program effectiveness.
 - Partner with the Executive Director (ED) and program teams to ensure programs align with organizational goals, maintain high-quality service delivery, and **reflect best practices** in the field.
 - Participate in designing impactful program frameworks and strategies, leveraging **data-driven insights** and creativity.
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Fundraising & Related

- Contribute to and variously **lead fundraising efforts**, including the **submission of funding proposals** (CFPs).
 - Monitor program budgets, expenditures, and resource allocations, ensuring alignment with goals and providing proactive, detailed updates to the ED and board.
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Administrative

- Coordinate **vacation and attendance tracking** in collaboration with the accounts desk and administrative assistant as required.
 - Oversee **budgets, procurement, and expense monitoring**, providing timely reports as necessary.
 - Support office operations by **supervising program and administrative staff**, contributing to goal setting and performance review processes.
 - Maintain **organizational records** to ensure compliance with legal and regulatory obligations.
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Stakeholder Management & Community Partnerships

- Facilitate the development of strategic, trust-based partnerships to enhance service delivery and broaden UMOJA's influence within a multi-lateral, multicultural context.
- Assist in **building enduring alliances** and fostering **knowledge exchange** with historically or newly marginalized communities, including **First Nations** groups.



- Support **representation** at and participation in community events, such as galas, job fairs, and Communities of Practice (CoP).
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Client Engagement

- Oversee the **client intake process**, ensuring best practices are followed, including appropriate interventions.
- Foster strong client relationships, **designing feedback mechanisms** for continuous program improvement.
- Assist in **coordinating promotional efforts** to increase awareness of UMOJA's services.

ADDITIONAL RESPONSIBILITIES

Branding & Promotional

- Support the development of a cohesive and strong **brand identity**.
 - Assist in developing and maintaining a **style guide** to ensure consistent application of branding.
 - Oversee the creation of **professional promotional materials** and storytelling assets.
 - Facilitate the strategic use of **social media platforms** to amplify UMOJA's impact and visibility.
 - **Curate** and maintain **promotional content** to support ongoing outreach and storytelling initiatives.
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Human Resources

- Assist in **talent acquisition** and support staff development strategies aligned with UMOJA's vision.
 - Contribute to **performance evaluations** and ensure **adherence to organizational policy**.
 - Support the ongoing **evaluation of UMOJA's remuneration and benefits package**.
 - Facilitate **conflict resolution** and collaboratively address other **HR-related** challenges.
 - Ensure **adherence to employment laws** and regulations to mitigate HR-related risks.
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Advocacy and Policy Development

- Develop **expertise on issues impacting newcomers and marginalized groups**, advocating for their needs to inform policy and practice.
 - Support or **lead community engagement initiatives** and **research efforts** to drive systemic change and improve broader community outcomes.
 - Explore new opportunities that align with UMOJA's advocacy mandate, fostering public awareness and actionable insights.
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Skills & Qualifications

Soft Skills

- Demonstrates excellent judgment and decision-making aptitude.
- Creative outlook, outcomes-focused, with outstanding problem-solving skills.
- Exceptional entrepreneurial and strategic outlook.



- Strong understanding of challenges, opportunities, and resources linked to marginalized newcomers.
- Outstanding cross-cultural sensibilities and awareness, with exceptional ability to articulate the issues.
- Great storyteller with superb spoken and written communication and editing skills.
- Strong relational skills, demonstrating a blend of compassion, patience, diplomacy, and confidence.
- Leadership skills: consensus-driven with exceptional ability to identify and affirm the potential in others.
- Strong negotiation skills paired with a flexible, collaborative outlook.
- Sound professional disposition with a strong work ethic.
- Process-driven yet able to thrive in ambiguity while maintaining composure under pressure.
- Hands-on, service driven mindset and willingness to step up to support some of the more mundane tasks
- Sophisticated branding sensibilities with an eye for great design and presentation.

Hard Skills

- Advanced computer skills (MS Office, QuickBooks, CRM).
- Strong budgeting, numeracy, and financial reporting skills.
- At least 5 years of experience working in the nonprofit sector.
- At least 3 years of experience working with newcomer immigrants and refugees.
- Bachelor's degree in a relevant field or an equivalent combination of training, education, and exposure.
- Exceptional eye for design (Adobe, Canva, Corel Draw, WordPress) is an asset.
- Competent social media expertise.
- Proficiency in data analysis and reporting, with grant writing experience being a plus.
- Bilingual (English, Tigrinya, Spanish, or French is an asset).

Education & Training

- Bachelor's degree in social work, public administration, nonprofit management, or a related field. Equivalent education and experience will be considered.
- Minimum of 4 years of experience in program management, preferably in the nonprofit sector focused on newcomer or immigrant services.

Schedule

- 35 hours weekly (hybrid, with remote working option).
- Medical coverage.
- Competitive wage.

TO APPLY

Please submit your resume and a cover letter detailing your relevant experience and interest in the role via recruiter@umojaoperation.ca.