



Job Posting No. 2025-02

Position Title: Community Brokers
Reports To: Project Coordinator
Project: Brokers Bridge Builder (BBB) Project

About the organization, project and position:

ActionDignity's mission is to collaborate with ethnocultural, racialized, and equity seeking groups to create transformational changes in communities and society. The approach is to catalyze collective impact by building the capacities of grassroots racialized community members to strengthen their communities and bring about systems change. This is achieved through a range of programs aimed to create change at multiple levels: individuals and families, communities, and policy advocacy for systems change. Currently, ActionDignity provides different programs relating to social inclusion, gender equity, mental health collaboration, workers' rights advocacy and public safety, using the intersectional lens of anti-racism.

The **Brokers Bridge Builder (BBB) Project** will pilot and research the broker model's impact on increasing efficient access of settlement services by newcomers and build capacity for the immigrant sector and partners to expand reach of their services. This initiative is funded by IRCC.

We are looking to hire **3 Community Brokers** who will play a key role in engaging Newcomers and Refugees (NRs), especially those from equity-deserving groups, with essential settlement services and support networks. Working closely with frontline Settlement Provider Organizations (SPOs), Ethnocultural Communities (ECC), and grassroots leaders, Brokers will facilitate information sharing, coordination, and collaboration to improve the overall integration experience for NRs. This role requires strategic outreach, community engagement, and capacity building to address service gaps, enhance connections, and reduce barriers to accessing services.

This is a full-time position of 37.5 hours per week, with benefits and requires flexible time commitment. *The role is contingent on funding approval and is expected to begin on April 1, 2025.*

Key responsibilities:

Stakeholder Engagement and Outreach

- Collaborate with SPO staff to reach NRs, especially from equity-deserving communities, via existing and new referral pathways (e.g., Gateway).
- Facilitate coordination meetings and training sessions to strengthen partnerships and improve information sharing between Brokers, SPO staff, and other stakeholders.



- Identify service delivery gaps and promote collaborative solutions to enhance support for NRs.
- Engage with ECC and grassroots leaders to raise awareness of services, address barriers, and foster community connections and well-being.
- Apply EDI and GBA+ principles to ensure culturally relevant outreach and support.
- Organize and promote community events (e.g., training sessions, resource fairs, cultural gatherings) to support NRs and strengthen connections.
- Conduct one-on-one outreach with NRs in community spaces, targeting NR-dense neighborhoods, faith organizations, and cultural events.
- Provide information to NRs and connect them to SPOs, ECCs, and grassroots leaders for deeper integration.
- Participate in community leadership tables with key stakeholders, sharing knowledge on barriers and service gaps to improve access for newcomers.

Capacity Building

- Train informal natural support networks to assist with settlement information and reduce social isolation for NRs.
- Provide ongoing training to ECCs, grassroots leaders, and natural support networks to improve service coordination and referrals.
- Participate in mentorship meetings for continuous development of engagement strategies.
- Use ActionDignity's community platform to share updates and relevant information in six major languages.
- Collaborate with partners to ensure effective content distribution tailored to NR needs.

Program Support

- Provide logistical support for training sessions and events, including coordinating venue, food, and technical requirements.
- Ensure content is effectively distributed and tailored to NR needs via ActionDignity's platform and other channels.

Admin

- Prepare payment requests and compile regular reports (e.g., bi-weekly reports, participant lists, expense reports).
- Attend relevant trainings and staff meetings.
- Perform other duties as assigned to support organizational and project objectives.

Qualifications:

Asset

- Familiarity with the settlement services sector and the challenges faced by Newcomers and Refugees in accessing resources and services.
- Research experience related to community-based initiatives, immigrant and refugee support, or social inclusion.



Essentials

- Bachelor's degree in social work, community development, or a related field, or equivalent combination of education and experience.
- 2-3 years of experience in community engagement, outreach, or working with Newcomers and Refugees (NRs), especially those from equity-deserving groups.
- Experience working in multicultural and diverse community settings, particularly with Ethnocultural Communities (ECC) and grassroots organizations.
- Proven experience in organizing and coordinating community events, training sessions, or workshops.
- Demonstrated experience in capacity building and empowering informal networks and community leaders.
- Knowledge of EDI and GBA+ principles and how they apply to service delivery and community engagement.
- Strong interpersonal and communication skills, with the ability to collaborate with various stakeholders, including community members and organizations.
- Experience using community platforms and technology (e.g., helplines, social media, etc.) to engage diverse populations.
- Proactive, self-driven, adaptable and passionate about social equity and immigrant/refugee support.
- Strong team player with the ability to work independently and manage multiple tasks.
- Cultural sensitivity and the ability to connect with people from diverse backgrounds and lived experiences.
- Flexibility to work evenings or weekends as needed for community engagement activities.

Kindly submit both the cover letter and resume specifying **Job Posting No. 2025-02** through any of the following channels:

- By email: jobs@actiondignity.org
- By fax: 403 262 8973
- By mail, please address to:
Human Resources Department,
Action Dignity Society
915 33 Street NE, Calgary, AB T2A 6T2

This post will remain open until **February 23, 2025**, or until we find a suitable candidate.

We thank all applicants for their interest, however, only those being considered for an interview will be contacted. Thank you.

