



C5 NE Hub Resource Support position

Title	North East Hub Facilitator
Program	C5 North East Hub
Hours	37.5 hours/week with the possibility of weekend. Flexible between the hours of 9am and 8pm to accommodate programming
Salary	\$44,000 per annum
Start Date	Position available immediately; start date negotiable
Benefits	Full Benefits
Contract	1 Year contract with the possibility of extension
Reports to	C5 North East Hub manager
Probation Period	90 Days

Background:

The C5 is a formal collaborative of 5 Edmonton agencies:

Bent Arrow Traditional Healing Society
Boyle Street Community Services
Edmonton Mennonite Centre for Newcomers
Norwood Child and Family Resource Centre
Terra Centre for Teen Parents

The Northeast Community Hub is a project of the C5 collaborative. It emerged as a result of the ongoing lack of accessible services to people in the Northeast part of Edmonton. The Northeast Community Hub is located at 14023 Victoria Trail. The Hub can be thought of as a place where people come together to access services, meet and greet people from within their local community, develop their networks and increase their social capital.

SUMMARY

The NE Hub Facilitator will report to the NE Hub Manager. The successful candidate will have several different responsibilities including administrative work, database management, and social/media marketing management, group facilitation and program coordination.

The successful candidate will work directly with different groups including ethno cultural, youth, seniors, newcomers and Indigenous community members. The position will require the candidate to coordinate the C5 Hub and kitchen schedules, oversee kitchen stock and inventory, and facilitate groups as needed. The Facilitator will also be required to support the organization of user groups, events and programs out of the NE Hub and be responsible for overseeing the collection of data for groups that access the Kitchen.

Details of the Position:

As the successful candidate you will be required to work in the North East Community Hub providing support for intake and referrals, and welcoming community members. You will be required to accurately enter information into database systems and provide support in collecting and consolidating data for reporting purposes.

You will be responsible for overseeing the schedule, guidelines and inventory of the C5 North East Hub Community Kitchen, including all food and cleaning supplies. You will be connecting with the different groups accessing the Hub community and kitchen spaces and supporting them in organizing and facilitating events/programs. And, on occasion, you will be providing facilitated groups related to the collective kitchen as needed.

In addition, you will project a welcoming professional image when meeting and greeting community members when they come to the North East Community Hub. You will respond directly to inquiries, and with your effective communication skills ensure they are appropriately answered and connected to the required resources, service or staff personal.

You will require the ability to accurately complete multiple tasks with frequent interruptions and tight deadlines. You will bring exceptional communication skills both verbally and written as a representative of the C5.

Specific Responsibilities include:

Maintaining a welcoming Hub:

- Greet and intake new community members establishing relationship- based practice.
- Coordinate with program facilitators to ensure they have what they need.
- Occasionally facilitate sessions with community groups.
- Ensure all values of the C5, the North East Hub and the partner agencies are upheld with the utmost of integrity.

Communications and relationship building:

- Maintain and update C5 agencies and our partners about activities, events and programs at the Hub.
- Foster relationships between the C5 Hub, C5 agencies and partners.
- Provide basic information and referrals, with particular attention to the C5 agencies' and Hub's services, to assist clients in meeting their needs and to further Hub integration.
- Liaise with the Business Development Program to facilitate access to the kitchen as an incubator for food-based businesses.
- Coordinate logistical details with volunteers.
- Coordinate donations with local businesses for food hampers.
- Maintain and update social media accounts related to the NE Hub.
- Manage the daily social content calendar based on programs, events and other initiatives out of the Hub.

Administrative

- Enter data associated with the community space and kitchen into the North East Hub App.
- Establish and maintain the C5 kitchen schedule.



- Maintain the inventory of food staples and cleaning supplies for the kitchen (Including the purchasing of supplies)
- Ensure the kitchen is kept clean and organized.
- Liaise with the Food Bank for pick-up.
- Adhere to all safety protocols established by the agency for on-site, group and community meetings / interactions.

Qualifications:

- Minimum 3 Years' experience working in a related field, preferably in the non-profit sector working with marginalized people from diverse communities.
- Proficient with Microsoft office application, database systems and social media platforms.
- Knowledge of the C5 agencies.
- High degree of attention to detail.
- Outgoing, adaptable, trainable and reliable.
- Well-organized, self-accountable and must be able to prioritize conflicting priorities and manage work load.
- Organizational skills, both analytical and problem solving, and the ability to work with confidential documents
- Experience working in a multi-cultural environment, as well as demonstrated cultural sensitivity; a commitment to providing quality service to all community members.
- Previous Kitchen experience is an asset.
- Food Handling certificate considered an asset; will offer training if needed.

Application letters with resumes should be sent by email to:

HR@emcn.ab.ca
 Edmonton Mennonite Center for Newcomers (EMCN)
 11713 – 82 Street
 Edmonton, AB. T5B 2V9

Application deadline: Deadline for submission is Wednesday 20th March, 2019 at 4:30pm MST

We thank all applicants but only those shortlisted for an interview will be contacted. Resume without a cover letter will be deemed as an incomplete application and will not be accepted. We welcome diversity and encourage applications from all qualified individuals.