



Japanese Canadian Survivors Health & Wellness Fund Society

Job Posting | Outreach Team Leader

Job Title: Outreach Team Leader (OTL)

Term: Two-year Term with possible extension

Reporting to: Executive Director

BACKGROUND

On May 21, 2022, the BC Government acknowledged the historical wrongs perpetuated against Japanese Canadians in BC during the 1940s and made a pledge to support a community-built \$100 million legacy initiatives package recommended by the National Association of Japanese Canadians BC Redress Project and administered by the Japanese Canadian Legacies Society. This has resulted in \$28 million for a Japanese Canadian Survivors Health and Wellness Fund (JCSHWF) – for individual health support grants for survivors – managed by the Japanese Canadian Survivors Health and Wellness Fund Society (JCSHWFS).

ROLE SUMMARY

Reporting to the Executive Director, the Outreach Team Leader (OTL) will coordinate the work of an outreach team comprised of at least ten Outreach Workers located across Canada and provide guidance and instruction. The position will be full-time, working remotely. Hours worked will be flexible with the position requiring the working of non-traditional hours according to the needs of the JCSHWF.

The OTL will supervise the outreach team responsible for front line assistance to survivors during the application process of health and wellness grants. In addition, the OTL will oversee the outreach team responsible for data entry, validation, and assessment of health and wellness grants. The OTL will also have two administrative assistants responsible for office operations, internal communications amongst the outreach team, and data management.

RESPONSIBILITIES

Reporting to the Executive Director, the Outreach Team Leader has overall responsibility for the outreach team by coordinating their work. The OTL will be responsible for:

1. onboarding and training outreach staff
2. providing supervision and work direction to the outreach team
3. developing outreach protocols and procedures
4. overseeing the application process
5. performing administrative functions
6. conducting outreach meetings and events
7. conducting ongoing communications amongst the outreach team
8. drafting reports to the Executive Director and JCSHWFS Board

QUALIFICATIONS AND SKILLS

As the Outreach Team Leader, the incumbent must possess excellent leadership and supervision skills. Highly effective communication skills are required as is the ability to manage a portfolio with multiple priorities.

1. Five years of supervisory experience in a professional office environment
2. Excellent written and verbal communication skills including report-writing,
3. Excellent organizational skills, attention to detail, ability to handle multiple tasks, and prioritizes effectively and professionally
4. Experience working with sensitive and confidential information
5. Ability to facilitate conflict resolution
6. Proficiency in Microsoft 365 (Word, Excel, Outlook, PowerPoint and SharePoint), Zoom and/or Microsoft Teams
7. Experience with or a working knowledge of Salesforce software, desirable
8. Ability to work non-traditional hours, including evenings and weekends, as required
9. Proven ability to lead/manage a team
10. Experience managing a team remotely is an asset
11. Proven success with the ability to adhere to time frames, milestones and specific deadlines
12. Teaching experience and familiarity with adult learning principles, desirable
13. Experience with or interest in working with the Japanese Canadian community
14. Japanese language skills are desirable

Applicant will be required to take sensitivity and trauma-informed training.

Applicant will be required to complete a criminal record check for work with a vulnerable population.

COMPENSATION

Full-time based on a 40-hour work week. Starting at \$70,000 per year.

Please email resume and a short cover letter to hr@jcwellness.org with the subject line “[First Name Last Name] Outreach Team Leader Application”.

The JCSHWF will accept applications until 9AM PST on Friday, October 13, 2023 or until a suitable candidate has been recruited. Only short-listed candidates will be contacted.