

Multicultural and Immigrant Services Association of North Vancouver Island (MISA)

The Immigrant Welcome Centre is currently accepting applications for a Full Time Human Resources/Volunteer Manager.

Who we are...

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

Who you are...

- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

The position...

JOB TITLE: HR/Volunteer Manager

LOCATION: The ideal Candidate will be a resident of Vancouver Island as the position is in-person in Campbell River and Comox Valley

REPORTS TO: Executive Director

WORK HOURS: Refer to Offer of Employment

COMPENSATION: Annual rate up to CAD 74,000 plus a generous employer paid benefits package and RRSP contributions

POSITION SUMMARY:

MISA is a dynamic organization with approximately 30 staff across four communities, supported by a dedicated and growing team of volunteers.

The HR/Volunteer Manager is responsible for overseeing MISA's human resource and volunteer functions, providing leadership and operational support across multiple offices. This role works closely with the Executive Director and management team to ensure effective HR practices, staffing plans, and operational coordination. Regular travel between offices and other regions is required.

MISA values diversity and is committed to fostering an inclusive, equitable workplace. We welcome applications from individuals of all backgrounds and lived experiences, including newcomers to Canada.

CORE COMPETENCIES:

- Strategic and Operational Thinking
- Program development and management
- Managing Performance
- Developing Others
- Collaboration and Communication
- Problem Solving and Decision Making

KEY DUTIES AND RESPONSIBILITIES:**Leadership and People Management**

- Provides leadership support to senior staff.
- Supports a positive, inclusive, and accountable workplace culture aligned with MISA's values.
- Ensures team goals and activities align with organizational priorities and funding deliverables.
- Provides coaching, feedback, and development opportunities to coordinators and staff.
- Supports change management and staff engagement initiatives and adaptable.

Human Resource Management

- Oversees all HR functions, including recruitment, onboarding, performance management, training, and offboarding.
- Develops and maintains HR systems, tools, and processes to improve efficiency.
- Supports the Executive Director with staffing budgets and workforce planning.
- Provides guidance to managers and coordinators on employee relations, attendance, performance, and professional development.
- Assists in developing, revising, and implementing HR policies and procedures to ensure compliance with employment standards and human rights legislation.
- Investigates and helps resolve employee concerns, maintaining fairness and confidentiality.
- Supports benefits administration and provides assistance to staff and management as needed.
- Maintains up-to-date employee files and prepares HR-related correspondence and reports.

Volunteer Program Coordination

- Oversees MISA's Volunteer Program, including recruitment, onboarding, and recognition.
- Works with managers and coordinators to identify volunteer needs that support program delivery.
- Develops volunteer position descriptions and ensures proper screening and record keeping.
- Facilitates volunteer-client matches, ensuring a positive experience for both.
- Leads volunteer training and support, addressing concerns as they arise.
- Collects feedback and prepares reports on volunteer engagement and outcomes.

Operational and Facilities Oversight

- Oversees day-to-day operations to ensure MISA's offices are safe, functional, and welcoming.
 - Coordinates maintenance, space planning, and office resources with site teams.
 - Works with the Executive Director on staffing budgets and resource planning to support programs.
 - Ensures compliance with health and safety standards and supports emergency preparedness.
 - Provides operational support during special events, workshops, and outreach activities.
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QUALIFICATIONS:**Education, Experience, and Certification:**

- General Degree/Diploma; Business Administration and/or Human Resources Development an asset (CPHR designation may be an asset).
- Minimum of five years of experience in a human resources role, including experience supervising staff.
- Work and/or lived experience in a cross-cultural context.
- Non-profit environment is an asset.
- Valid BC driver's licence and reliable transportation.
- Satisfactory vulnerable sector criminal record check.

Knowledge, Skills, and Abilities:

- Strong knowledge of HR principles, employment standards, and workplace legislation in BC.
 - Proven leadership and team development skills.
 - Excellent communication, relationship-building, and problem-solving abilities.
 - Strong organizational skills and ability to manage multiple priorities across locations.
 - Proficiency in Microsoft Office and HR-related systems.
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This position description is intended to be thorough but not exhaustive. Other duties may be assigned occasionally. Evening or weekend work and offsite participation may be required depending on program activities and events.

How to apply:

Applications **must include a resume and cover letter** detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team. Incomplete applications will not be accepted.

Please submit applications to: Jennifer.carter@immigrantwelcome.ca by 9:00 a.m. on Wednesday, November 12th.

Note: Thank you for your interest in joining our team. Please note we do not accept any phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!