
Competition:	Relocation and Community Outreach Coordinator
Location:	Winnipeg Military Family Resource Centre (Winnipeg MFRC) 102 Comet St., Winnipeg, Manitoba
Term:	Permanent Full-time Position
Language Requirement:	Bilingualism (English/French), desired

Who We Are:

The Winnipeg Military Family Resource Centre (Winnipeg MFRC) is a non-profit organization with the responsibility of addressing the needs of military families. We provide programs and services that serve, involve, and advocate for our military community, its members, and families, and address the unique military lifestyle challenges, resulting in an enhanced quality of life. The Winnipeg Military Family Resource Centre envisions a community of strong, capable, resilient Canadian Armed Forces families. For more information on the Winnipeg Military Family Resource Centre please visit: <https://cfmws.ca/winnipeg/mfrc>.

Job Summary:

The ideal candidate is an energetic and motivated self-starter who demonstrates professionalism, active listening, and exceptional communication and presentation skills. They possess a strong work ethic, take initiative, and are confident in establishing and maintaining productive relationships with community partners to support collaboration and service delivery. Reporting to the Program Manager, the **Relocation and Community Outreach Coordinator** is responsible for engaging with Canadian Armed Forces families, maintaining accurate client intake information, and facilitating successful integration of families that move into the Winnipeg community. This role involves connecting families with appropriate community service providers and MFRC team members, providing immediate crisis intervention as required, and coordinating necessary supports.

Qualifications:

Bachelor's degree in Social Services, Mental Health, Human Services, or a related field, AND some years of experience in direct community service delivery

OR

College Diploma in Social Services, Mental Health, Human Services, or a related field, AND several years of experience in direct community service delivery

OR

A demonstrated equivalent combination of education, training and/or experience. This includes, but is not limited to, demonstrated military education, training, and experience

Knowledge:

- (a) Of office administration, practices and procedures
- (b) Of community information management
- (c) Of crisis assessment and crisis intervention techniques
- (d) Of community-based social programs, services, and organizations
- (e) Of determinants of health and well-being
- (f) Of information and referral services principles and practices
- (g) Of the Canadian Armed Forces (CAF) community and lifestyle, considered an asset

Experience:

- (a) In applying policies, procedures and regulations
- (b) In developing and delivering information sessions
- (c) In program and budget development
- (d) In providing front-line support, responding to inquiries and community concern
- (e) In researching, establishing, sustaining and fostering a network of community contacts and partnerships.
- (f) In conducting client needs assessments for referral
- (g) In providing emotional support and resources for clients
- (h) In planning and conducting presentations and workshops
- (i) In non-violent crisis intervention, an asset
- (j) In client case management

**Responsibilities:**

- Assist families with relocation and integration into the Winnipeg region.
- Plan, organize and coordinate the delivery of intake and front-line support
- Assess clients' needs, provide emotional support, information, assistance and facilitate referrals to team members and other service providers.
- Research and review online family related information to services and identify gaps, trends and best practices, making recommendations as required.
- Research and provide professional referrals to MFRC clients
- Provide administrative support and support at the reception desk.
- Perform outreach/warm line calls to CAF family members, as required.
- Support wellness and peer group development through facilitation and presentations
- Provide navigational assistance to existing essential services to WMFRC families.
- Conduct WMFRC community orientations, and information sessions.
- Develop and maintain partnerships with community groups, support agencies, schools and other organizations to enhance service delivery to WMFRC families.
- Perform other related duties as assigned by Program Manager

Special Requirements:

- (a) Ability to provide a clear criminal record check, obtain an enhanced reliability security clearance, and vulnerable sector screening (current within 6 months)
- (b) Valid Driver's license with access to a reliable vehicle for work related travel and requisite driver's insurance (mileage is compensated in accordance with Winnipeg MFRC Policies)
- (c) Travel within and outside of the City of Winnipeg

Disclaimer:

This description has been designed to indicate the key responsibilities of the job and the nature of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and tasks required of employees assigned to this job.