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## Bike Host Program Coordinator

### Job Description

#### Join Our Team

We are HUB Cycling, a charitable organization making cycling for transportation in Metro Vancouver better through education, action and events. More cycling means healthier, happier, more connected communities. We're leading the way in increasing the number of cyclists in our urban region.

#### HUB is looking for someone who:

- Excels as a communicator with strong professional, interpersonal and cross-cultural verbal and written communication skills.
- Has a proven track record coordinating and implementing social / educational programs within structured organizations.
- Is committed to creating a positive experience for program participants including volunteers and newcomers to Canada.
- Has strong skills in project planning, record-keeping, and reporting.
- Is collaborative and skilled as a liaison between organizations and work teams.
- Is able to work with a high level of independence and self-motivation.
- Is familiar with City of Vancouver and adjacent urban cycling routes, believes in the benefits of cycling, and is motivated to be a part of expanding cycling for transportation in Metro Vancouver.

#### About the Newcomer Bike Host Program

The Newcomer Bike Host Program is a collaborative program between HUB Cycling and the Immigrant Services Society of BC (ISSofBC), modeled off of Toronto's CultureLink program. The first of its kind in Vancouver, the program matches recent immigrants and refugees with local "host" volunteers for companionship and cultural orientation to Vancouver's active cycling transportation lifestyle. HUB Cycling and the ISSofBC piloted the service model for 58 Vancouver immigrant and refugee newcomers in 2017 and are excited to continue this program in 2018.

Newcomers will receive city cycling orientation and instruction, then have the opportunity to spend time with their host volunteers cycling around the City becoming oriented to Vancouver's cycling routes, rules, and culture, while having fun exploring urban spaces by bike together. For 2018, the program aims to have one intake of newcomers that will participate from May to August.

#### Full Job Description:

Working for HUB Cycling, the Bike Host Program Coordinator will be the primary person responsible for project implementation in collaboration with ISSofBC staff. We are seeking a highly motivated, experienced individual to replicate and build on 2017 Newcomer Bike Host Program pilot outcomes.

**Responsibilities:**

Under the direct supervision of HUB's Bike Education Program Manager in close collaboration with ISSofBC, the Bike Host Program Coordinator will be responsible for:

- Confirming and implementing an action plan to meet program deadlines, deliverables and objectives.
- Coordinating logistics of program infrastructure including preparing the bike fleet, implementing bike storage and loan strategy with ISSofBC, and organizing as needed bike maintenance.
- Supervising a summer student placement Bike Host Program Assistant, allocating tasks for the Program Assistant for effective program implementation.
- Updating and improving orientation materials and resources; facilitating orientation sessions; coordinating cycling courses for newcomers.
- Recruiting motivated local "host" volunteers from HUB's network of cycling champions, and liaising with ISSofBC staff to match volunteers with newcomers.
- Recruiting newcomer participants in collaboration with ISSofBC.
- Organizing small-scale events and monthly activities for host matches.
- Providing ongoing support to program matches as necessary to ensure they have positive experiences and participate for the length of the program.
- Conducting follow-up communications with program participants to compile and collect program statistics and reporting feedback, assisting in data compilation.
- Assisting program manager in analyzing data and reporting to funders.
- Assisting with social media and website updates as necessary.
- Assisting program manager with generating positive media coverage, liaising with media contacts, and monitoring / recording all media exposure.
- Ongoing communication and collaboration with the ISSofBC staff team.
- Support additional program tasks as needed and agreed upon with the Program Manager.

**Required Qualifications:**

- Understands the environmental, social, and health benefits of promoting cycling for transportation and leisure to newcomers in Metro Vancouver.
- Proven experience planning and implementing a project or program from start to finish, which stayed within budget and achieved intended outcomes.
- Exceptional interpersonal skills and intercultural competency; works positively as part of an inter-agency collaborative team.
- Excellent written and verbal communication skills for participants, media and funders.
- Experience with volunteer recruitment, training and management.
- Strong time-management and program coordination skills.
- Familiarity with conducting program evaluation.
- Some experience with organizing events for groups of 20-50 people.
- Confidence and efficiency in using computer programs.
- Current criminal record check regarding working with vulnerable populations, or willingness to attain.

**Preferred Qualifications:**

- Lived experience as an immigrant newcomer, extensive immersion within another culture(s), and/or experience working with immigrant and refugee communities.
- Some experience with staff supervision and task delegation.
- Facilitation experience, in particular with diverse audiences.
- Experience working in a not-for-profit service organization.
- Commitment to and enjoyment of bicycling in the city.

**Terms:** This is an employee position with a set contract from April 16, 2018 to September 15, 2018. Anticipated start date is Monday, April 16, 2018 (with some flexibility). Weekly hours will be 32 hours per week. Pay rate is \$20/hour with an additional 4% vacation pay.

**To Apply:** Please send a cover letter and resume (in one PDF document) to [jobs@bikehub.ca](mailto:jobs@bikehub.ca) with “**Bike Host Program Coordinator Application**” as the subject line. Please ensure the file name follows the convention: “**BHPC18\_Firstname\_Lastname.pdf**”. Application deadline is **Monday, April 2, 2018**.

We thank all the applicants for your interest. Only those shortlisted will be contacted.