



# Nanaimo Family Life Association EST. 1967

*Healthy individual and family relationships  
are the heart of a strong and resilient community.*

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1070 Townsite Road, Nanaimo, BC V9S 1M6 📞 T: (250) 754-3331 📠 F: (250) 753-0268 🌐 [www.nflabc.org](http://www.nflabc.org)

**Job Title:** Veterans Outreach Worker

**Location:** Nanaimo, British Columbia (Hybrid)

**Position Type:** Fixed-Term, March 31, 2027 - possibility of extension dependent on funding

**Salary Range:** \$27.00 hourly on a semi-monthly salaried basis

**Weekly workload:** 28 hours per week.

**Reports to:** Director of Programs, under the guidance of the SHINE Program Coordinator

## About NFLA

Nanaimo Family Life Association is a non-profit organization with a proud history of providing services that have touched individuals and families throughout all stages of life and across all backgrounds. Since 1967 we have been supporting resilience in all aspects of individual and community life.

## Position Summary

Reporting to the SHINE Coordinator, the Veterans Outreach Worker at NFLA plays a key role in supporting housing stability for veterans and reduces risks of housing instability and loss by providing information, navigation, and one-to-one support in Nanaimo and Oceanside. The Veteran Outreach Worker will develop individualized housing plans, coordinate documentation, secure units, and provide rental and stabilization supports.

The Veterans Outreach Worker operates under the guidance of the SHINE Program Coordinator, reporting directly to the Director of Programs or designate.

## Key Responsibilities

- Coordinate Veteran service verification processes, including obtaining proof of service, supporting completion of VAC1746 consent forms, liaising with Veterans Affairs Canada, and maintaining documentation required for program eligibility and audit purposes.
- Deliver homelessness prevention and shelter diversion interventions, including eviction prevention, discharge planning, tenancy preservation, emergency financial assistance coordination, and connection to alternative housing options before a housing crisis occurs.
- Participate in local Coordinated Access systems, By-Name Lists, HIFIS, and other community housing coordination initiatives to support housing placements, data quality, referrals, and system-wide collaboration.
- Assist veterans in accessing available federal, provincial, municipal, Indigenous, and Veterans Affairs Canada benefits and programs, ensuring all available long-term financial supports are explored prior to and during housing stabilization.
- Maintain accurate client records, collect program outcome data, support performance measurement activities, and ensure compliance with Veteran Homelessness Program reporting requirements, privacy legislation, and organizational policies.



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- Support Indigenous Veterans through culturally safe service delivery and facilitate connections to Indigenous organizations, Elders, traditional healing services, and culturally relevant housing and community supports when requested.

## **Educational Qualifications**

- Diploma or BA in Community Support Work, Social Work, Social Sciences, or other relevant disciplines.
- Conflict Resolution/Crisis Prevention/Mental Health First Aid, Training and Experience is an asset.
- Minimum two (2) years of experience within service provision.

*Note: An equivalent combination of education and experience may be considered.*

## **Knowledge, Skills & Abilities:**

- Demonstrated knowledge of the needs of older adults, marginalized and vulnerable older adults as related to the housing sector.
- Knowledge of the principles providing services through “trauma-informed” lens.
- Demonstrated ability to work independently and be part of an integrated community team.
- Knowledge of services and resources in the Nanaimo region.
- Awareness of harm reduction and ‘Housing First’ theory and practice.
- Demonstrated conflict management/crisis prevention skills.
- Demonstrated ability to maintain the utmost confidentiality and handle all relevant documentation appropriately
- Ability to communicate effectively both verbally and in writing with clients, staff, and community professionals.
- Proficient in MS Office programs including Word, Outlook, and Excel.

## **Additional Requirements**

- Completion of a Criminal Record Check is required.
- Veteran/RCMP/bylaw service record preferred
- First Aid Certification is required.
- Must have a valid Class 5 Driver’s License and access to a reliable vehicle with a minimum of \$2 million liability business class insurance.

This position involves a high degree of community engagement, with much of the work being completed independently out of the office.

## **What We Offer**

- There is a 9-week probationary period after which benefits are offered.



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- 12 Paid Self Care days a Year (1 per month)
- 1 Paid Day for Employee's Birthday
- 1 Paid Day for Moving
- Vacation accrual at 6% of gross earnings after probationary period
- 13 Statutory Paid Holidays
- End-of-Year Holiday Closure
- A supportive and inclusive work environment with opportunities for professional development.
- The opportunity to make a significant impact in a meaningful, mission-driven organization.

## **How to Apply**

Please send your resume and a detailed cover letter outlining your qualifications and interest in the role to [hiring@nflabc.org](mailto: hiring@nflabc.org) by June 24, 2026. In your cover letter, please include your experience working in the non-profit sector and how your skills align with the responsibilities of this position.

NFLA is committed to diversity, equity, and inclusion. We encourage individuals from diverse backgrounds, including Indigenous peoples, racialized persons, persons with disabilities, and members of the LGBTQIA2S+ community, to apply.