

POSTING

SERVICE DESIGNER

Permanent Full Time (35 hours per week)

Social Innovations Hub Project

In coordination with the Impact Producer of Immigrant Services, this position seeks to model what great human-centered design looks and feels like. In partnership with InWithForward, this position will be part of a team that establishes an R&D infrastructure within Options that sustains experimental culture and practice.

Location: Social Innovation Centre (13969 100 Avenue, Surrey)

KEY DUTIES AND RESPONSIBILITIES

- Works closely with direct supervisor Impact Producer to support in project goals.
- Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Maintains a working knowledge of local, provincial and federal immigrant and settlement services, resource persons and a wide range of immigrant issues and initiatives, and dispenses this information for service providers, families and the community.
- Maintains effective relationships and liaisons with government, stakeholders, service partners, volunteer community groups and other community organizations to coordinate the provision of services, foster partnerships and collaboration and exchange information. When appropriate and directed by Senior Manager, will represent the project and OCS in the immigrant and broader communities.
- Works closely with contractor InWithForward in order to meet project outputs and outcomes and to administer project deliverables efficiently and effectively.
- Works collaboratively with Immigrant Services program managers and staff, especially in activities that relate to project deliverables.
- Ensures that accurate project and client records are maintained, that confidentiality is a priority, and that all pertinent requirements and documentation is complete.
- Ensures that the project meets or exceeds contract objectives.
- Provides reports as required.
- Provides input for the development of new improved program(s) in consultation with the Impact Producer and Senior Manager of Immigrant Services.
- Facilitates planning of project activities and events.
- Participates in the development of proposals for new contracts.
- Performs other related duties as required.

QUALIFICATIONS

Education, Training, and Experience:

- Minimum 2 years experience in service design or human-centered design
- Portfolio that shows co-design and prototyping end-to-end services across channels
- Familiarity with tools such as segmentations, journey maps, service blueprints
- Demonstrated cross cultural experience;

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 11/13/2018

OCS Posting #:A21223

- Experience in a community based non-profit society an asset;
- Second language an asset;
- Basic level First Aid (as required)

Job Skills and Abilities:

- Strong aesthetic sense, but know when to make something high versus low fidelity.
- A creative maker with physical and digital making experience. Can mock-up posters, a space, or website or short film in hours
- Comfortable with design research and interacting with different types of users
- Dynamic facilitator who isn't afraid to take words into actions and make things
- Tech savvy with excellent time management and organizational skills
- Experience with making sense of complex information into diagrams, infographics, & physical models
- Be highly motivated and flexible to complete tasks/duties/daily maintenance in a timely manner.
- Commitment to problem solving approach
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations
- Ability to identify sensitive issues and maintain confidentiality
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Valid Driver's License and reliable vehicle an asset
- Crisis Line experience an asset

* An eligibility list will be maintained for up to 6 months.

How to Apply:

Send your application to **Alysha Baratta**, Impact Producer, at alysha@inwithforward.com with the subject line 'Designer - Hiring Committee' and include a cover letter clearly indicating the posting number [**#A21223**], outlining your qualifications and related experience for the position. As well, please note the following as part of your application:

1. **Why you, why now?** Show us how your values manifest in your work. Make us a short video or audio recording or presentation or pinterest board (or any other format!) that captures materials & images from past work and the values it reflects.
2. Find an example of something you consider to be **next practice**. Can be in any industry or field. Send us a link or a picture and write us a couple of sentences about why. (*Hint: open the role description for more about next practice!*)
3. Attach your **portfolio and your resume** and highlight your relationship to the human services space. Please include any relevant social media handles and list the cloud software you are familiar with (e.g google docs, dropbox, slack).

It's super helpful if you can combine your files and send clear links!

Resumes will be reviewed starting [November 20, 2018] but the posting will remain open until filled and will close without notice.