

POSTING

NEWCOMER EMPLOYMENT SPECIALIST **Punjabi/Hindi or Arabic Speaking Preferred** Permanent Part Time (28 hours per week)

Newcomer Employment Support Program

Newcomer Employment Specialist provides support through 1-1 and group information and orientation, and referrals to Newcomer job seekers; facilitates Job Search skills training and provides Labour Market information and resources.

KEY DUTIES AND RESPONSIBILITIES

- Adhere to Policies and Standards as established in OCS Policy and Program Manuals, and OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, Funder Expectations and COA standards
- Understand and achieve Contract Deliverables:
 - Adopt creative strategies and establish appropriate community partnerships to reach/recruit client target group(s) and to provide orientation to clients, if applicable
 - Conduct client eligibility assessment and intake process
 - Assess newcomer client strengths and needs and provide guidance on **job search** and **career development** through culturally appropriate **one-on-one** and **group** information & orientation sessions
 - Organize, promote and facilitate information & orientation group activities on job search skills, labour market related resources, training opportunities, and job fairs
 - Maintain up-to-date information on Labour Market trends and Employment Resources; build a strong working relationship and establish referral processes with WorkBC and Employment Training Service Providers
 - Establish a positive rapport and working relationship with clients and engage them in activities that encourage them to connect to the broader community
 - Establish appropriate linkages to other Service Providers to facilitate referrals and to ensure a coordinated support system for the client
 - Record, maintain, and report **client data** and **information** through relevant Forms, OCMS and iCare databases; complete all required/assigned Reports
 - Develop program-relevant reference and resource materials as needed
 - Promote the development of inclusive communities and support/participate in community forums/initiatives/meetings as assigned
- Utilize marketing resources to promote activities and disseminate information that is consistent to IS Marketing and Communications Plan
- Contribute to PQI and Strategic Directions/Goals of Immigrant Services and being proactive in identifying areas for improvement, sector trends, potential partnerships, etc.

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

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- Represent OCS and participate in outreach activities/special events as required
- Participate in meetings and training opportunities
- Other administrative duties as required, including photocopying/faxing, taking meeting minutes, filing, room set-up/clearing for meetings and activities, etc.
- Follow written and verbal directives from Program Manager and/or Senior Manager, Executive Director or designate
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers
- Perform other related duties as required

QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's Degree or a combination of relevant training, education and experience working in Social Services or related fields
- Career Practitioner Development Certificate or equivalent an asset
- Aware of needs and issues/challenges related to immigrant/refugee/newcomer settlement needs in Surrey and Delta
- Knowledge of Government (Immigration, Express Entry, Provincial Nomination Program, etc.) and Community Resources/Services
- Experience working in the employment field or labour market-related settlement services
- Class 5 Driver's License and reliable vehicle an asset
- Current Level 1 First Aid certificate an asset
- Experience working with newcomers, vulnerable populations and/or volunteers

Job Skills and Abilities:

- Proficient verbal and written knowledge of English
- Additional language skills relevant to populations served is required
- Fluent understanding of the career/employment needs of a range of newcomers, from skilled professionals to the needs of multi-barriered/vulnerable clients
- Demonstrated knowledge of Provincial Employment Standards, Canadian work culture and job market, National Occupational Classification, designations/training, accreditation and transition
- Demonstrated Ability to support clients in career planning and acquisition of job search skills/tools, including interview skills, self-marketing, resume writing, etc.
- Understand job search strategies applicable to client populations and how to assist in methods to develop self-marketing in job search
- Ability to identify and access community services and resources related to newcomers seeking jobs
- Strong active listening, empathy, and counselling skills
- Ability to organize and facilitate Group Information and Orientation activities
- Ability to maintain and keep accurate and up-to-date client records
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Strong understanding of the Canadian legal system, laws and public policy pertaining to service population(s)
- Demonstrated ability to work with individuals and communities suffering from discrimination, racism and culture shock

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- Strong communication, interpersonal/relationship-building intercultural competency, as well as crisis intervention, conflict resolution, critical thinking, and problem-solving skills/techniques
- Strong level of computer proficiency; in particular, strong Microsoft Word, MS PowerPoint, MS Excel spreadsheet, database, internet/email, scanning skills
- Ability to work in a fast-paced, multicultural and diverse environment
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines
- Flexibility and willingness to work outside of regular work hours
- Good teamwork and strong work ethics
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Crisis Line experience an asset

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

CLOSING DATE: Resumes will be reviewed starting [March 15, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Iris Solórzano, Program Manager
Options Community Services Society

Email: iris.solorzano@options.bc.ca

Please include a cover letter clearly indicating the posting number [#A21292] and outlining your qualifications and related experience for the position.

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