

# POSTING

## TEMPORARY RESIDENTS SUPPORT SPECIALIST

Punjabi, Hindi, Spanish and/or Tagalog Speaking

Casual - Until March 31, 2020 (3 Positions)

### Newcomer Employment Support Program

---

Temporary Residents Support Specialist provides immigration, settlement and employment related services through 1-1 and group information and orientation, and referrals to Temporary Foreign Workers, Provincial Nominees, International Students, Refugee Claimants and Naturalized Citizens seeking employment.

#### KEY DUTIES AND RESPONSIBILITIES

- Adhere to Policies and Standards as established in OCS Policy and Program Manuals, OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, Funder Expectations and COA standards
- Understand and achieve Contract Deliverables:
  - a. Adopt creative strategies and establish appropriate community partnerships to reach/recruit client target group(s) and to provide orientation to clients, if applicable
  - b. Conduct client eligibility assessment and intake process
  - c. Assess client strengths and needs and provide guidance on **settlement, job search and career development** through culturally appropriate **one-on-one** counseling and **group** information & orientation sessions
  - d. Organize, promote and facilitate information & orientation group activities on settlement and immigration resources, job search skills, labour market related resources, training opportunities and job fairs, information on workplace rights and responsibilities, workplace safety and culture
  - e. Submit recommendations to IRCC to assist TFW's at Risk obtain an Open work permit
  - f. Establish a positive rapport and working relationship with clients and engage them in activities that encourage them to connect to the broader community
  - g. Establish appropriate linkages to other Service Providers to facilitate referrals and to ensure a coordinated support system for the client
  - h. Record, maintain, and report **client data** and information through relevant OCS forms, OCMS, and funder reporting templates; complete all required/assigned Reports
  - i. Develop program-relevant reference and resource materials as needed
  - j. Promote the development of inclusive communities and support/participate in community forums/initiatives/meetings as assigned
  - k. Provide language skills training as assigned

---

**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: 05/08/2019

OCS Posting #:A21342

- 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.
- 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 Development Practitioner Certificate or equivalent an asset
- TESL Certificate or equivalent an asset
- Experience working in settlement services and working with newcomers, vulnerable populations and/or volunteers
- 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

### **Job Skills and Abilities:**

- Proficient verbal and written knowledge of English
- Additional language skills relevant to populations served is required
- Understand needs and issues/challenges related to immigrant/refugee/newcomer settlement needs
- Knowledge of Government (Immigration, Express Entry, Provincial Nomination Program, etc.) and Community Resources/Services
- 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 counseling 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

---

**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: 05/08/2019

OCS Posting #:A21342

- 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
- 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 team work 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 [May 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](mailto:iris.solorzano@options.bc.ca)

Please include a cover letter clearly indicating the posting number [#A21342] and outlining your qualifications and related experience for the position.

---

**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: 05/08/2019

OCS Posting #:A21342