

POSTING

LANGUAGE SUPPORT WORKER Permanent Part-time (21 hours per week)

Community Connections Program

Provides operational and administrative support to Immigrant Services and Community Connections Newcomer Language Program.

KEY DUTIES AND RESPONSIBILITIES

- Record, maintain, and report client data and information through relevant/approved OCS Forms, OCMS and iCare databases; complete all required/assigned reports.
- Work closely with instructors to co-ordinate and monitor client registration, assessment, class placement and attendance.
- Work closely with language instructors and Community Connections Manager to support promotional strategies/activities to recruit new clients for Newcomer Language Program.
- Support Community Connections Program Manager in scheduling Child Minding Support Service.
- Contribute to PQI and Strategic Directions/Goals of Newcomer Language Program, and being proactive in identifying areas for improvement.
- Liaise with Community Connections Program Manager, Language Instructors and students to facilitate communication between them.
- Participate in outreach activities/special events as required.
- General office and classroom maintenance as assigned, including tidiness of service site(s).
- Perform other administrative duties as required, including photocopying, taking meeting minutes, filing, room set-up/clearing for meetings and activities and reception duties such as answering phone calls and greeting and directing clients.
- Support Immigrant Services Program Managers to compile financial, service/activity statistics and reports, including Client Satisfaction Surveys, Annual Stakeholder Surveys, other program-relevant statistics such as volunteer stats, etc.
- Follow written and verbal directives from Program Manager, Senior Manager and Executive Director or designate.
- 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 office administration fields.
- Experience working with OCMS and iCare databases is an asset.
- Experience working with newcomers, vulnerable populations and/or volunteers is an asset.

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: 04/06/2020

OCS Posting #:A21536

- Class 5 Driver's License and reliable vehicle is an asset.
- Current Level 1 First Aid certificate is an asset.

Job Skills and Abilities:

- Proficient verbal and written knowledge of English, an additional language is an asset.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- 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 and comfort with desktop publishing (MS Publisher).
- 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.

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

CLOSING DATE:

Resumes will be reviewed starting April 13, 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Cindy Lee, Program Manager
Options Community Services Society

Email: Cindy.Lee@options.bc.ca

No phone calls please.

Please include specific examples of related experience and clearly indicate the posting number [#A21536] in your cover letter.