

POSTING

COMMUNITY CONNECTIONS WORKER

Permanent Full Time - 35 hours per week

Community Connections Program

Organize and facilitate Community Connections activities, events and special projects for immigrant/refugee newcomers (including youth, parents and seniors); recruit and work closely with volunteers (both newcomer and long-time residents) as well as work with program staff, and community partners to enhance program delivery and to support new partnerships.

KEY DUTIES AND RESPONSIBILITIES

- Plan, promote, organize and/or facilitate Community Connection Activities/Events/Workshops to provide immigrant and refugee clients and their families with opportunities to become engaged and to connect with nonimmigrant and long-time residents in the host community.
- Community Connections Activities/Events may focus on specific groups such as newcomer seniors, newcomer youth, ethno-cultural communities, especially to reduce social isolation, promote cross-cultural sharing through storytelling, building understanding of indigenous history, culture and connections, etc.
- Community Connections Activities/Events will include promoting volunteerism to newcomers, recruiting volunteers, providing orientation and basic training on volunteering, as well as matching volunteers to/initiating both internal and external volunteer opportunities
- Liaise with OCS Human Resources to ensure that volunteer registration/personnel files are kept up-to-date. Maintain volunteer database in Raiser's Edge, offer volunteer orientation to new volunteers, keep track of volunteer hours, and run volunteer workshops.
- Develop program-relevant reference and resource material as needed
- Utilize marketing resources to promote activities and disseminate information that is consistent to IS marketing and communications plan.
- Establish appropriate linkages to other service providers to facilitate referrals and to ensure a coordinated support system for clients.
- Be familiar with eligibility assessment and intake process and work collaboratively with Settlement Worker(s) to develop and follow-up on client settlement and integration progress.
- Work with community partners to maintain and enhance existing community partnerships and support in the development of new partnerships.
- Record, maintain, and report client data and information through relevant Forms, OCMS and iCare databases; complete all required/assigned reports.
- Contribute to PQI and strategic directions/goals of Immigrant Services and be proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Represent OCS and participate in outreach activities/special events as required. Promote the development of inclusive communities and support/participate in community forums/initiatives/meetings as assigned.
- Perform other administrative duties as required, including photocopying, taking meeting minutes, filing, room set-up 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 relationships with other workers and volunteers.

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.
- Experience working with volunteers and newcomers and/or vulnerable populations.
- 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.
- Proven interpersonal communications skills.
- Ability to promote and present to diverse groups of audience.
- Additional language skills relevant to populations served is an asset.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- Demonstrated ability to build relationships and maintain a strong network of stakeholders/partnerships with other organizations.
- Ability to organize and facilitate group activities.
- Ability to maintain and keep accurate and up-to-date client records.
- 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.
- Crisis Line experience an asset.

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

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.

CLOSING DATE: October 15, 2020

PLEASE APPLY TO: Cindy Lee, Program Manager
Options Community Services Society
Email: cindy.lee@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #A21653] and outlining your qualifications and related experience for the position.