

**We're Hiring!**



**Posting:  
A21854**

**Outreach Case Worker  
(Arabic or Tigrinya)  
Full-time (35 hours per week)**

**Moving Ahead  
Program**

### Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

The Case Worker provides first-language one-on-one or family services for vulnerable refugees/immigrants through a wraparound service approach, including outreach, eligibility screening intake, assessment, goal oriented action planning, orientation, supported access to services, service bridging, progress monitoring, exit planning and transition support.

### HIGHLIGHTS OF KEY RESPONSIBILITIES

- Adopt creative strategies and establish appropriate community partnerships to reach/recruit client target group and to provide orientation to clients, if applicable.
- Conduct eligibility assessment and program intake processes, as well as needs assessment in client's home.
- Facilitate case management and develop Wraparound Support Services Plan with each client that sets goals to achieve during service period. The plan should aim to achieve both personal life goals of clients and relevant program outcomes.
- Establish appropriate linkages to other service providers to facilitate referrals and to ensure a coordinated support system for the client.
- Provide individualized service and other supports to enhance clients' readiness for regular settlement service or other services in the community.
- Provide on-going counselling and coaching to clients to ensure that settlement plans are being followed and regularly reassessed, appropriate referrals and assistance are provided and client's progress toward expected outcomes is tracked.
- Maintain confidentiality with files and documentation using OCMS Database and follow reporting requirements as directed by immediate supervisor in accordance with OCS policies, COA standards and funding expectations.

### QUALIFICATIONS

**Education, Training, and Experience:**

**Must have:**

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

Posted: 21-July-06

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

- Written and spoken fluency in English, Arabic and/or Tigrinya.
- A Bachelor's Degree or related combination of education, training and experience in a related field, working with immigrants and refugees.
- Experience and a strong understanding of case management.
- Experience with case file documentation and database information management.

**Assets:**

- Interpretation certification and/or training.
- Class 5 Driver's license and reliable vehicle.
- Current Level 1 First Aid Certificate.

**Knowledge Skills and Abilities:**

- Understand and promote principles of settlement, multiculturalism and immigration.
- Understanding of social service programming for immigrants and refugees.
- Well developed counseling, conflict resolution, oral and written communication skills.
- Understanding of intercultural family dynamics and the impact of immigration and/or trauma
- Ability to maintain confidential records.

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

***Applicants with lived experience are strongly encouraged to apply.***

**CLOSING DATE:** Resumes will be reviewed starting **July 21, 2021** but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Gina Kim, Program Manager, Moving Ahead Program  
Options Community Services Society

Email: [gina.kim@options.bc.ca](mailto:gina.kim@options.bc.ca)

Please include a cover letter indicating the posting number **[#21854]** and detailed resume outlining your qualifications and related experience for the position.

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