

We're Hiring!

Posting:  
A21863

**Newcomer Employment  
Specialist Digital Navigator**  
Full-Time (35 hours per week)

**Newcomer  
Employment 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 Newcomer Employment Program provides access to services which help newcomers adapt their skills and/or knowledge for the Canadian work environment to increase their employability.

Newcomer Employment Specialist-Digital Navigator 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 online resources. Support clients to stay current with and access various online job search tools, platforms and online employment events and to develop guides for job seekers with low employability skills and low digital literacy skills.

### HIGHLIGHTS OF KEY RESPONSIBILITIES

- 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

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

Posted: 21-Jul-14

## QUALIFICATIONS

### Education, Training, and Experience

#### The candidate must have:

- A Bachelor's Degree or a combination of relevant training, education and experience working in Social Services or related fields
- 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
- Experience working with newcomers, vulnerable populations and/or volunteers

#### Assets include:

- Career Practitioner Development Certificate or equivalent an asset
- Class 5 Driver's License and reliable vehicle an asset
- Current Level 1 First Aid certificate an asset

#### Knowledge 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
- 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

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- 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.

***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 20, 2021** 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 indicating the posting number [**#21862**] and detailed resume outlining your qualifications and related experience for the position.

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