

We're Hiring!

Posting:
A21925

Language Support Worker
Part-Time
(28 hours per week)

**Community Connections
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.

Community Connections Program provides immigrant and refugee newcomers in Surrey and Delta with tools and knowledge necessary to establish themselves in Canada.

This position will provides operational and administrative support to Immigrant Services and Community Connections Newcomer Language Program.

HIGHLIGHTS OF KEY 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 and managing tasks related to bus ticket management such as distributing them to staff, keeping track of client signatures, ordering bus tickets, and maintaining up-to-date financial record of bus ticket expenses
- 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 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

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

Posted: 21-Sep-29

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.
- Basic to advanced computer training and experience.

Knowledge Skills and Abilities:

- Proficient verbal and written knowledge of English.
- 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.
- 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.

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 **October 5, 2021** but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Gina Hong, Program Manager
Options Community Services Society

Email: Gina.Hong@options.bc.ca

Please include a cover letter indicating the posting number [**#21925**] and detailed resume outlining your qualifications and related experience for the position.

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

Posted: 21-Sep-29