

**We're Hiring!**



**Posting:  
A21930**

**Settlement Worker**  
Casual  
(On-call)

**Settlement and  
Integration 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.

**(Must speak at least one of the following languages: Farsi/Dari, Pashto, Spanish, Tagalog)**

The Settlement and Integration Program (SIP) assists new immigrants and refugees to settle in Canada by providing orientation to their new communities as well as guidance and support to access necessary government and community services. Services are offered in: English, Spanish, Mandarin, Punjabi, Hindi, Somali, Arabic, Kurdish and Tagalog.

The Settlement Worker will provide immigrant and refugee newcomers with information and referrals about Canada and BC society and systems, guidance and support on personal and family adjustment issues, as well as connect newcomers to the broader community.

#### 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.
- Provide in-depth needs assessments, information and orientation, and referrals to newcomers through 1-on-1 settlement services at various delivery sites.
- Promote, organize and/or facilitate Group settlement services (workshops, special events, field trips) at various delivery sites.
- Develop and manage Client Settlement Plans, including task, referrals and appropriate follow-up.
- Provide Enhanced Settlement Support for vulnerable high-need clients or those in crisis, as required.
- Assist clients to access other services by providing language and cultural interpretation, and other necessary support.
- Promote the development of inclusive communities and support/participate in community forums/initiatives/meetings as assigned.

#### 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.
- Class 5 Driver's License and reliable vehicle an asset.

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

Posted: 21-Oct-20

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

- Experience working with newcomers, vulnerable populations and/or volunteers.
- Fluency in speaking Farsi, Dari, Pashto, Spanish or Tagalog.

**Knowledge Skills and Abilities:**

- Proficient verbal and written knowledge of English.
- Additional language skills relevant to populations served is required.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- Strong active listening, empathy, and counseling skills.
- Ability to organize and facilitate Group Information and Orientation activities.
- Ability to maintain and keep accurate and up-to-date client records.
- Ability to identify and access community services and resources.
- Demonstrated ability to work with individuals and communities suffering from discrimination, racism and culture shock.
- Strong understanding of the Canadian legal system, laws and public policy pertaining to service population(s).
- 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.
- 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 **October 26, 2021** but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Gurrinder Roy, Immigrant Settlement Program Manager  
Options Community Services Society

Email: [Gurrinder.Roy@options.bc.ca](mailto:Gurrinder.Roy@options.bc.ca)

Please include a cover letter indicating the posting number [#21930] and detailed resume outlining your qualifications and related experience for the position.

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