

**We're Hiring!**

**Posting:  
A21949**

**Service Designer**  
**Temporary Part-Time until Mar 31, 2022**  
**(21 hours per week)**

**Immigrant Services**

#### 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 Settlement Research Project is seeking a Service Designer. This project is funded by IRCC. In co-ordination with the Project Lead of Immigrant Services, this position seeks to model what great human-centered design looks and feels like. This position will bring a design lens and skillset to the team, assisting in the creation of prototypes, touchpoints and other assets.

#### HIGHLIGHTS OF KEY RESPONSIBILITIES

- Works closely with project lead to support in project goals.
- Maintains a working knowledge of local, provincial and federal immigrant and settlement services, resource persons and a wide range of immigrant issues and initiatives, and dispenses this information for service providers, families and the community.
- Maintains effective relationships and liaisons with government, stakeholders, service partners, volunteer community groups and other community organizations to coordinate the provision of services, foster partnerships and collaboration and exchange information. When appropriate and directed by Senior Manager, will represent the project and OCS in the immigrant and broader communities.
- Works independently on strategic design artifacts, (journey maps), digital design assets (web, UI, presentations) and print design (reports, posters)
- This position requires occasional travel to offsite meeting.

#### QUALIFICATIONS

##### Education, Training, and Experience:

- Minimum 2 years' experience in service design or human-centered design
- Portfolio that shows co-design and prototyping end-to-end services across channels
- Familiarity with tools such as segmentations, journey maps, service blueprints
- Demonstrated cross cultural experience;
- Experience in a community based non-profit society an asset;
- Second language an asset;

##### Knowledge Skills and Abilities:

- Strong aesthetic sense, but know when to make something high versus low fidelity.
- A creative maker with physical and digital making experience. Can mock-up posters, a space, or website or short film in hours

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

Posted: 21-Nov-09

- Comfortable with design research and interacting with different types of users
- Dynamic facilitator who isn't afraid to take words into actions and make things
- Tech savvy with excellent time management and organizational skills
- Experience with making sense of complex information into diagrams, infographics, & physical models
- Be highly motivated and flexible to complete tasks/duties/daily maintenance in a timely manner.
- Commitment to problem solving approach
- Represent the Society in a positive and professional manner when in contact with outside agencies, professionals or community
- Ability to work effectively with program staff, volunteers, and non-profit or publicly funded groups, agencies and organizations
- Ability to identify sensitive issues and maintain confidentiality
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement
- Must be sensitive to and respectful of cultural and lifestyle diversity

***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.***

***Applicants may be requested to provide proof of Covid-19 vaccination.***

**CLOSING DATE:** Resumes will be reviewed starting **November 14, 2021** but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Jenny Lam, Senior Manager  
Options Community Services Society

Email: [Jenny.Lam@options.bc.ca](mailto:Jenny.Lam@options.bc.ca)

Please include a cover letter indicating the posting number **[#21949]** and detailed resume outlining your qualifications and related experience for the position.

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