

Options Community Services is 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.

Community Connections Program provides immigrant and refugee newcomers in Surrey and Delta with the tools and knowledge necessary to establish themselves in Canada. The program aims to encourage newcomers to participate in community events to build stronger bonds and increase their sense of belonging in a diverse environment.

This role assists language Instructors in newcomer language classes; act as cultural and first language brokers to provide support for clients to access digital and language literacy skills training.

# ACCOUNTABILITIES

- Work closely with Language Instructors to provide classroom support to clients enrolled in digital and/or language literacy skills training.
- Offer one-on-one digital literacy training to clients as well as how to operate technology such as tablets/laptops in order to access language literacy skills training.
- Liaise between clients, Language Support Worker, Language Instructors, and other IS staff as needed.
- 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, classroom set-up/clearing for class and activities, making phone calls to clients or answering their calls and greeting and directing clients.
- Follow written and verbal directives from Program Manager, Senior Manager, and Executive Director or designate.
- Contribute to a positive work environment by maintain a positive working relationships with other workers and volunteers.
- Perform other related duties.

# We're Hiring!

## QUALIFICATIONS

# Education, Training, and Experience:

- A Bachelor's Degree or a combination of relevant training, education and experience working in social services sector.
- Teaching experience is an asset
- Current Level 1 First Aid certificate an asset.
- Experience working with newcomers, vulnerable populations and/or volunteers.
- Ability to speak Arabic, Somali or Farsi/Dari/Pashto is an asset.

### Skills and Abilities:

- Proficient verbal and written knowledge of English.
- Strong communication, interpersonal/relationship-building intercultural competency
- Strong level of computer proficiency; including Microsoft Word, MS PowerPoint, internet/email, scanning skills, various virtual conference platforms
- Ability to work in a fast-paced, multicultural and diverse environment.
- Demonstrated ability to work with individuals and communities suffering from discrimination, racism and culture shock
- 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.

### SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

\*An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.

PLEASE APPLY TO: Gina Hong, Program Manager

**Options Community Services Society** 

Email: gina.hong@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #21981] and outlining your qualifications and related experience for the position.