

We're Hiring!



NEWCOMER EMPLOYMENT SPECIALIST

Posting Requisition	<i>A21983</i>	Program	<i>Newcomer Employment Program</i>
Job Type	<i>Temporary, Full -time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week (Until March 31, 2022)</i>	Closing Date	<i>Open Until Filled</i>

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.

Newcomer Employment Program offers employment counseling with one-on-one support and group sessions for newcomer job seekers. Newcomers have access to services which help them adapt their skills and/or knowledge for the Canadian work environment to increase their employability. The program also offers mini job fairs, career mentorship support and networking opportunities for job seekers.

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.

ACCOUNTABILITIES

- Understand and achieve Contract Deliverables:
 - 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's digital literacy skill level, strengths, needs and provide guidance on job search and career development through culturally appropriate one-on-one and group information & orientation session.
 - 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 online 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.

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 22-Jan-11

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- Promote the development of inclusive communities and support/participate in community forums/initiatives/meetings as assigned
- Utilize marketing resources to promote activities and disseminate information that is consistent to IS Marketing and Communications Plan
- Contribute to PQI and Strategic Directions/Goals of Immigrant Services and being proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Represent OCS and participate in outreach activities/special events as required
- Participate in meetings and training opportunities
- Other administrative duties as required, including photocopying/faxing, taking meeting minutes, filing, room set-up/clearing for meetings and activities, etc.
- Follow written and verbal directives from Program Manager and/or Senior Manager, Executive Director or designate
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers
- Perform other related duties as required.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelor's Degree or a combination of relevant training, education and experience working in Social Services or related fields.
- Experience working with newcomers, vulnerable populations and/or volunteers.
- Career Practitioner Development Certificate or equivalent an asset.
- Experience working in the employment field or labour market-related settlement services.
- Class 5 Driver's License and reliable vehicle an asset.
- Current Level 1 First Aid certificate an asset.
- Crises line experience is considered an asset.

Knowledge:

- Knowledge of Government (Immigration, Express Entry, Provincial Nomination Program, etc.) and Community Resources/Services.

Skills and Abilities:

- Proficient verbal and written knowledge of English.
- Proficiency in the use of online platforms.
- 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.

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- 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 online 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.
- 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.

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: Iris Solórzano, Program Manager
Options Community Services Society
Email: iris.solorzano@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #21983] and outlining your qualifications and related experience for the position.