

We're Hiring!



OUTREACH CASE WORKER (Farsi, Dari &/or Pashto)

Posting Requisition	22133	Program	<i>Moving Ahead Program</i>
Job Type	<i>Temporary, Full-time until March 31, 2023</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</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.

The Case Worker provides first-language one-on-one or family services for vulnerable refugees/immigrants through a wraparound service approach, including outreach, eligibility screening intake, assessment, goal-oriented action planning, orientation, supported access to services, service bridging, progress monitoring, exit planning and transition support.

ACCOUNTABILITIES

- Adopts creative strategies and establish appropriate community partnerships to reach/recruit client target group and to provide orientation to clients, if applicable.
- Conducts eligibility assessment and program intake process.
- Conducts needs assessment in client's home.
- Facilitates case management and develop Wraparound Support Services Plan with each client that sets goals to achieve during service period. The Plan should aim to achieve both personal life goals of clients and relevant program outcomes.
- Establishes appropriate linkages to other Service Providers to facilitate referrals and to ensure a coordinated support system for the client.
- Provides individualized service and other supports to enhance clients' readiness for regular settlement service or other services in the community.
- Provides on-going counseling and coaching to clients to ensure that Settlement Plans are being followed and regularly reassessed, appropriate referrals and assistance are provided, and client's progress toward expected outcomes is tracked.
- Maintains confidential files, documentation using OCMS Database, and reporting requirements as directed by Immediate Supervisor in accordance with OCS Policies, COA Standards, and Funding Expectations.

QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's Degree (or equivalent combination of training and experience) in a related field, and a minimum of one (1) year related experience working one-to-one and in a group setting with immigrants and refugees.
- Fluency in Farsi, Dari and/or Pashto is required.
- Experience with case file documentation and database information management.
- Interpretation certification and/or training an asset.

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Skills and Abilities:

- Understand and promote principles of Settlement, Multiculturalism and Immigration.
- Understanding of Social Service programming for immigrants/refugees.
- Strong understanding of case management.
- Well-developed counseling, conflict resolution, oral and written communication skills.
- Understanding of intercultural family dynamics and the impact of immigration and/or trauma.
- Written and spoken fluency in English and Farsi, Dari and Pashto required.
- Class 5 Driver's License and reliable vehicle an asset.
- Current Level 1 First Aid certificate an asset.

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.
- Applicants with lived experience are strongly encouraged to apply.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Jenny Lam, Senior Manager
Options Community Services Society
Email: jenny.lam@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22133] and outlining your qualifications and related experience for the position.