

**We're Hiring!**



## **CASE WORKER (ARABIC SPEAKING)**

<b>Posting Requisition</b>	<i>22150</i>	<b>Program</b>	<i>Immigrant Services</i>
<b>Job Type</b>	<i>Permanent, Full time</i>	<b>Location</b>	<i>Surrey, BC</i>
<b>Hours of work</b>	<i>35 hours per week</i>	<b>Closing Date</b>	<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.

Case Worker provides first language individual or family services through a Wraparound Service Approach, including outreach, eligibility screening intake, assessment, goal-oriented action planning orientation, supported access to services, service bridging, progress monitoring, exist planning and transition support.

### **ACCOUNTABILITIES**

- Adhere to Policies and Standards as established in OCS Policy and Program Manuals, and OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, Funder Expectations and COA standards.
- 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.
  - Provide in-depth needs Assessments, Information and Orientation, referrals, to vulnerable newcomers through 1-on-1 Settlement Services at various delivery sites, including clients' homes.
  - Through a Case Management Approach, provide individualized service and other supports to enhance clients' readiness for regular Settlement Services or other services in the community.
  - Provide on-going Counseling and Coaching to clients to ensure that Wraparound Settlement Plans are being followed and regularly reassessed, appropriate referrals and assistance are provided, and client's progress toward expected outcomes is tracked.
  - Assist clients to access other services by providing language and cultural interpretation, and other necessary support.
  - 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.
  - 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.

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

Posted: 22-Sep-15

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- 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:

- A Bachelor's Degree in social services or a minimum one (1) year experience working with newcomers, vulnerable populations and/or volunteers. A combination of relevant training, education and experience working in Social Services or related fields.
- Experience in Case Management and Wraparound Support for vulnerable populations.
- Proficiency in Arabic is a requirement.
- Class 5 Driver's License and reliable vehicle an asset.
- Current Level 1 First Aid certificate an asset.

### 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 knowledge of Government and Community Resources/Services relevant to client population(s) served.
- Knowledge of needs, issues/challenges related to immigrant/refugee newcomers
- 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 including Wraparound Support case notes.
- 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.

## 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.

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*\*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](mailto:jenny.lam@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22150] and outlining your qualifications and related experience for the position.**