

We're Hiring!



LANGUAGE SUPPORT WORKER

Posting Requisition	22172	Program	<i>Community Connections Program</i>
Job Type	<i>Temporary, Full-time until May 12, 2024</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.

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

ACCOUNTABILITIES

- Record, maintain, and report client data and information through relevant/approved OCS Forms, OCMS and iCARE databases; complete all required/assigned reports.
- Work closely with instructors to co-ordinate and monitor client registration, assessment, class placement and attendance.
- Work closely with language instructors and Community Connections Manager to support promotional strategies/activities to recruit new clients for Newcomer Language Program.
- Support Community Connections Program Manager in scheduling Child Minding Support Service and managing tasks related to bus ticket management such as distributing them to staff, keeping track of client signatures, ordering bus tickets, and maintaining up-to-date financial record of bus ticket expenses.
- 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, taking meeting minutes, filing, room set-up/clearing for meetings and activities and reception duties such as answering phone calls and greeting and directing clients.
- Perform other related duties as required.

QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's Degree or a combination of relevant training, education and experience working in Social Services or office administration field.
- Basic to advanced computer training and experience.
- Experience working with newcomers, vulnerable populations and/or volunteers.

Skills and Abilities:

- Proficient verbal and written knowledge of English.
- An additional language is an asset.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.

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

Posted: 22-Oct-20

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- 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 and comfort with desktop publishing (MS Publisher).
- 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.
- 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.*

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 #22172] and outlining your qualifications and related experience for the position.