

We're Hiring!



SETTLEMENT HOUSING OUTREACH WORKER (Dari/Pashto or Spanish speaking)

Posting Requisition	22199	Program	<i>Settlement and Integration 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 Settlement Housing Outreach Worker provides immigrant and refugee newcomers with information and referrals about Canada and BC society and systems, guidance and support on personal and family adjustment issues, as well as connect newcomers to the broader community. This position also provides outreach support to clients with housing searches/challenges/issues; and, advocates on behalf of clients in accordance with BC Residential Tenancy Law.

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.
 - Provide in-depth needs assessments, information and orientation, and referrals to newcomers through **1-on-1** settlement services at various delivery sites.
 - Promote, organize and/or facilitate **group** settlement services (workshops, special events, field trips) at various delivery sites.
 - Develop and manage **client settlement plans**, including task, referrals and appropriate follow-up.
 - Provide **housing-related** (including tenants' rights, rental searches, etc.) **information & orientation and outreach support** to newcomers, as assigned.
 - 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 & Strategic Directions/Goals of Immigrant Services and be 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-Dec-15

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- Perform other 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 a related field.
- Class 5 Driver's License and reliable vehicle an asset.
- Proficiency in Dari/Pashto or Spanish is required.
- Experience working with newcomers, vulnerable populations and/or volunteers.

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 active listening, empathy, and counseling skills.
- Ability to organize and facilitate group activities.
- Ability to maintain and keep accurate and up-to-date client records.
- 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: Microsoft Word, PowerPoint, and Excel; desktop publishing and database applications; internet/email and 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.
- Crisis Line experience 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.

**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.*

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PLEASE APPLY TO: Gurrinder Roy, Immigrant Settlement Program Manager
Options Community Services Society
Email: gurrinder.roy@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22199] and outlining your qualifications and related experience for the position.