

**We're Hiring!**



## REFUGEE CLAIMANTS EMPLOYMENT SPECIALIST

Posting Requisition	22372	Program	BCSIS
Job Type	Temporary, Full-time Until December 1, 2023	Location	Surrey, BC
Hours of work	35 hours per week	Closing Date	Open until filled

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 provides customized Employment Support services through 1-1 and group information and orientation and referrals to Refugee Claimants.

### 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
  - Conduct client eligibility assessment and intake process
  - Assess client strengths and needs and provide guidance on job search and career development through culturally appropriate one-on-one counseling and group information & orientation sessions
  - Organize, promote and facilitate information & orientation group activities on, job search skills, labour market related resources, training opportunities and job fairs, information on workplace rights and responsibilities, workplace safety and culture
  - 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 OCS forms, OCMS, and funder reporting templates.
  - 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.
  - Provide language skills training 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.

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

Posted: 23-Sept-11

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- Perform other related duties as required.

## QUALIFICATIONS

### Education, Training, and Experience:

- A Bachelor's Degree in social sciences or a combination of relevant training, education and experience working in Social Services or related field.
- Career Development Practitioner Certificate or equivalent an asset.
- TESL Certificate or equivalent an asset.
- Experience working in settlement services and working with refugee claimants, newcomers, vulnerable populations and/or volunteers.
- Additional language skills relevant to populations served is required (Spanish, Dari, Pashto).
- 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.

### Skills and Abilities:

- Understand needs and issues/challenges related to immigrant/refugee/newcomer settlement needs
- Knowledge of Government and Community Resources/Services
- 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
- Ability to identify and access community services and resources related to newcomers seeking jobs
- 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
- 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
- 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.

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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:** Iris Solorzano, Program Manager  
Options Community Services Society  
Email: [iris.solorzano@options.bc.ca](mailto:iris.solorzano@options.bc.ca)

**No phone calls please**

**Please include a cover letter clearly indicating the posting number [posting #22372] and outlining your qualifications and related experience for the position.**