

**We're Hiring!**



## **INTAKE WORKER**

<b>Posting Requisition</b>	<i>22381</i>	<b>Program</b>	<i>Language Assessment Program</i>
<b>Job Type</b>	<i>Regular, 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.

In co-ordination with Language Assessment Program Manager and language assessors of Immigrant Services, intake worker provides operational and administrative support for LINC (Language Instructions for Newcomers to Canada) Assessment Program for immigrant/refugee newcomers.

### **ACCOUNTABILITIES**

- Support the language assessment and referral services model and ensure maintenance of operating standards and protocols at the assessment.
- Receive LINC (Language Instructions for Newcomers to Canada) applications by email, fax or drop in, screen applicants for eligibility as per funder requirements.
- Coordinate scheduling of language assessments with clients and Language Assessors using program-specific database.
- Monitor clients during language assessment, following established procedures to facilitate a seamless English language assessment process.
- Refer assessed clients to LINC providers in the client's desired region and maintain updated records of current waitlists for LINC classes in Metro Vancouver.
- Record, maintain, and report client data and information through relevant/approved OCS Forms, OCMS, iCare and program-specific database; complete all required/assigned reports.
- Responsible for collecting, collating and updating resources and information relevant to the needs of newcomers available within the region.
- Work closely with Language Assessors and Program Manager to support promotional strategies/activities to recruit clients for Language Assessment Program.
- Communicate with Language Assessors and Program Manager to coordinate accommodation requests for candidates with specific needs.
- Contribute to PQI and Strategic Directions/Goals of Language Assessment Program, and being proactive in identifying areas for improvement.
- Liaise with Immigrant Service staff and clients to enhance communication, and promote efficient referral services.
- Participate in outreach activities/special events as required.
- General office 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.

**We're Hiring!**



- Support Program Managers to compile financial, service/activity statistics and reports, including Client Satisfaction Surveys, Annual Stakeholder Surveys, other program-relevant statistics such as volunteer stats, etc.
- Follow written and verbal directives from Program Manager, Senior Manager, Deputy 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 or a combination of relevant training, education and experience working in Social Services or office administration fields.
- Class 5 Driver's License and reliable vehicle an asset.
- Current Level 1 First Aid certificate an asset.
- Experience working with newcomers, vulnerable populations and/or volunteers.
- Previous experience working in an administrative role.
- Comprehensive knowledge of LINC or Adult ESL education programs an asset.

### 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.
- 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.

*Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

**We're Hiring!**



**PLEASE APPLY TO:** Becky Ip, Program Coordinator  
Options Community Services Society  
Email: [becky.ip@options.bc.ca](mailto:becky.ip@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22381] and outlining your qualifications and related experience for the position.**