

We're Hiring!



SETTLEMENT WORKER (Arabic and/or Somali Speaking)

Posting Requisition	22397	Program	<i>Settlement and Integration Program</i>
Job Type	<i>Casual, on call</i>	Location	<i>Surrey, BC</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.

Settlement 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 connects newcomers to the broader community.

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 Enhanced Settlement Support for vulnerable high-need clients or those in crisis, as required.
 - 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
- 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.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
- Perform other related duties as required.

QUALIFICATIONS

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Education, Training, and Experience:

- A Bachelor's Degree in social services or a related field and a minimum of one (1) year experience working with newcomers; or an equivalent combination of education, training and experience.
- Class 5 Driver's License and reliable vehicle an asset.
- Experience working with newcomers, vulnerable populations and/or volunteers.

Skills and Abilities:

- Proficient verbal and written knowledge of English and Spanish.
- 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 Information and Orientation activities.
- Ability to maintain and keep accurate and up-to-date client records.
- Ability to identify and access community services and resources.
- 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.
- 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.

**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 individuals.*

PLEASE APPLY TO: Gurrinder Roy, Program Manager

Email: gurrinder.roy@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22397] and outlining your qualifications and related experience for the position.