

We're Hiring!



URGENT RESPONSE SPECIALIST (Dari or Spanish Speaking)

Posting Requisition	22537	Program	<i>BC Settlement and Assistance for Humanitarian & Vulnerable Newcomers (BC SAF HAVN)</i>
Job Types	<i>Regular, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open Until Filled</i>

Salary - \$30.00 hourly (subject to our funding model)

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 BC SAF HAVN program offers Wraparound services to support the social and economic integration of refugee claimants not eligible for federal settlement programs. Our services encompass all initial settlement needs, including food and housing access, community orientation, immigration and legal process navigation, work authorization, and mental health support. Through a holistic approach, Refugee Claimants receive the essential support required for their integration into society.

The Urgent Response Specialist (URS) will assist BC SAF HAVN-eligible clients in crises, assess safety concerns, and coordinate rapid responses to ensure the well-being of Refugee Claimants. The URS will work closely with community resources to address urgent needs promptly and effectively.

ACCOUNTABILITIES

- Adheres to the policies and standards as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Assess clients' eligibility according to the BC SAF HVN Eligibility Matrix.
- Conduct initial urgent needs assessments to understand clients' needs.
- Collaborate with community service providers to respond effectively to urgent needs.
- Provide orientation information, referrals and settlement counselling to BC SAF HAVN-eligible clients.
- Assist clients in accessing services by providing accompaniment, language and cultural interpretation, and other necessary support.
- Organize, promote and facilitate information & orientation group activities on community resources and Government services available to refugee claimants.
- Make appropriate referrals to specialty services/resources as required.
- Maintains a solid working knowledge of the Refugee Claim process, Immigration Processes, as well as Government Services relevant to client populations served (Refugee Claimants and multi-barrier newcomers)
- Monitor and respond appropriately to online enquiries.
- Develop program-relevant reference and resource materials as needed.
- Record, maintain, and report client data and information through relevant Forms and OCMS database; complete all required/assigned Reports.
- Support BC SAF HAVN Manager to compile service/activity statistics and reports, including Quarterly Client Satisfaction Surveys, Annual Stakeholder Surveys, Outreach Statistics and more
- Make recommendations about the development of the program and participate in the program evaluations.

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

Posted: Mar-08-2024

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- Prepares and submits complete statistical information, written/verbal reports, and other documentation on time and as necessary. Ensures that accurate program and client records are maintained and that confidentiality is prioritized.
- Complete statistical reports, including tracking transportation support.
- Contribute to PQI and Strategic Directions/Goals of the BC SAF HVN program and be proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Attend meetings as required and work as a member of the team.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
- Perform other duties as assigned.

QUALIFICATIONS

Education, Training, and Experience:

- Post-secondary education in Social Sciences or related discipline supplemented by a minimum of one year of experience delivering settlement services.
- Proficiency in either Dari or Spanish is required.
- Experience working with refugee claimants, asylum seekers, newcomers, vulnerable populations and volunteers
- Aware of the needs and related issues related to Refugee Claimants and Asylum seekers.

Skills and Abilities:

- Proficient verbal and written knowledge of English.
- Additional language skills relevant to the populations served are required.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- Strong, active listening, empathy, and counselling skills within a trauma informed framework.
- 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.
- 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, 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, 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 teamwork 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.

**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:

Iris Solorzano, Program Manager

Options Community Services Society

Email: iris.solorzano@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22537] and outlining your qualifications and related experience for the position.