

We're Hiring!



CASE WORKER (Farsi, Dari & Pashto)

Posting Requisition	<i>2024-077</i>	Program	<i>Moving Ahead Program</i>
Job Type	<i>Temporary, Full-time (Until March 31, 2025)</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open until filled</i>

Salary - \$25.09 - \$28.36 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 Case Worker provides first-language one-on-one or family services for vulnerable refugees/immigrants through a wraparound service approach, including outreach, eligibility screening, intake, assessments, goal-oriented action planning, orientation, supported access to services, service bridging, progress monitoring, exit planning and transition support.

ACCOUNTABILITIES

- 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, referrals, to vulnerable newcomers through 1-on-1 Settlement Services at various delivery sites, including clients' homes
- Through a Case Management Approach, provide individualized service and other supports to enhance clients' readiness for regular Settlement Services or other services in the community
- Provide on-going Counseling and Coaching to clients to ensure that Wraparound Settlement Plans are being followed and regularly reassessed, appropriate referrals and assistance are provided, and client's progress toward expected outcomes is tracked
- 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

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QUALIFICATIONS

Education, Training, and Experience:

- A Bachelor's Degree (or equivalent combination of training and experience) in a related field, and related experience working one-to-one and, in a group, setting with immigrants and refugees
- Experience and a strong understanding of case management.
- Proficiency in Farsi, Dari & Pashto is required.
- Experience with case file documentation and database information management
- Interpretation certification and/or training an asset

Skills and Abilities:

- Understanding of Social Service programming for immigrants/refugees
- Well-developed counseling, conflict resolution, oral and written communication skills
- Understanding of intercultural family dynamics and the impact of immigration and/or trauma
- Written and spoken fluency in English and Farsi, Dari and Pashto required
- Class 5 Driver's License and reliable vehicle an asset
- Current Level 1 First Aid certificate 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 applicants.*

PLEASE APPLY TO: Gina Kim, Program Manager
Options Community Services Society
Email: gina.kim@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #2024-077] and outlining your qualifications and related experience for the position.