



**NOTICE OF JOB VACANCY (Posted: December 5, 2017 – December 12, 2017)**

**Job Competition #: 2017-Settlement-46**

**Position:** **Settlement Case Worker (Adult) – Arabic language is required**  
Settlement Program – Cottonwood location  
Regular full-time position at 35 hours per week starting immediately

**Summary:**

Reporting to the Manager – Settlement, is responsible for facilitating service interventions in first language to support the transition of vulnerable immigrant and refugee populations in their adaptation to Canadian society.

**Responsibilities:**

- Conducts a needs assessment on each client admitted into the case management stream. Assists clients to set goals/priorities and develop a realistic action plan(s) which may include: one-to-one and/or family personalized support, settlement information, individual and group workshops, practical assistance in and supported access to services. Provides ongoing monitoring of action plan(s).
- Provides individual/group orientations and workshops oriented to assist in the settlement process and community connections such as: Canadian culture/basis norms of conduct; public services; community resources including legal, school, medical care and social service systems; how to access services and the responsibilities of immigrants and refugees as beneficiaries of these services and systems. Arranges for the provision of interpretation services as required.
- Refer clients to appropriate community resources based on assessed needs. Assist clients to access services, make appointments and complete forms.
- As required, provides enhanced support and short-term adjustment counselling on specific settlement-related issues that may hinder the settlement process e.g. family and cultural adjustment, navigating specific immigration processes.
- Enters client information and service interventions into centralized database as client service occurs. Provides narrative into reports as required.
- Organize and facilitate workshops and courses, arranging for external speakers as appropriate.
- Performs service bridging by serving as a resource to clients and staff of external agencies regarding cultural interpretation on issues, client needs and related projects and services.
- Participate in approved sectoral and community networks. In first language, may develop resource materials and write news articles on settlement topics.
- Performs other related duties as assigned.

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**IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA**

**HEAD OFFICE**

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**Qualifications:**

Diploma in Social Sciences, counselling or a related discipline acceptable to the employer supplemented by a minimum of one (1) to (2) years of experience in a client-oriented position, preferable in an immigrant settlement services related field **OR** an equivalent combination of education, training and experience acceptable to the employer. Fluency in Arabic language is required.

**Skills and Abilities:**

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public from differing cultural and linguistic backgrounds.
- Demonstrated ability to manage time and resources effectively.
- Current knowledge of legislation, services and information affecting immigrant and refugees including issues facing newcomers.
- Demonstrated experience in developing and facilitating groups.
- Proficiency in Microsoft Office Suite.
- Ability to set and maintain boundaries with clients and manage self-care.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

**Applications must include "2017-Settlement-46" in the subject line and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org)**

**Closing Date: By 4 pm, Tuesday, December 12, 2017**

**Salary Range: \$23.11 - \$25.25 per hour (based on training and qualifications)**

ISSofBC offers to eligible staff an outstanding medical and employer-matched RRSP benefits.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.