



NOTICE OF JOB VACANCY (Posted: December 11, 2017 – December 18, 2017)

Job Competition #: 2017-Settlement-47

Position: **Refugee Claimant Settlement Worker – Spanish, Arabic and/or Farsi-Speaking**
Settlement Orientation Services (SOS) – Welcome Centre
Temporary full-time position at 28 hours per week starting immediately through to June 29, 2018
Will work Mondays, Thursdays, Fridays and Saturdays

Summary:

Assists clients to coordinate refugee claim and settlement process in their adaptation to Canadian society through providing needs assessment, orientation, information and by linking them with communities, organizations and agencies in the first language of the target culture.

Reports to the Manager, Settlement Orientation Services.

Responsibilities:

- Screens and assesses client needs (including strengths and barriers), in first-language where possible, to develop an individualized settlement plan which outlines a strategy to achieve settlement success based on identified needs, available services and community supports. Monitors settlement plan to ensure clients are on target, adjusting plan if necessary to meet individual client needs.
- Provide orientation services (in English, French or first-language) based on assessed client needs to ensure a basic awareness of Canada, BC, and the local community; including public systems and services such as housing, health, transportation, education, and rights and responsibilities.
- Assists clients to access services, make appointments and complete forms required to help process their refugee status. Provides interpretation assistance and individual advocacy as necessary.
- Ensures services are adequately provided to clients and serves as a source of information for both client and staff of concerned agencies.
- Refer clients to appropriate community resources based on assessed needs.
- 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.
- Re-assess client needs and make enhancements to services as required.
- Enters client information and service interventions into centralized database as client service occurs. Provides input to narrative 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.

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 Spanish, Arabic and/or Farsi languages.

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 who come from differing cultural and linguistic backgrounds
- Proficiency in MS Word.
- 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.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Physical ability to carry out the duties of the position.

Applications must include "2017-Settlement-47" in the subject line and can be sent to: jobs@issbc.org

Closing Date: By 4 pm, Monday, December 18, 2017

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

ISSo/BC 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.