

Formerly Abbotsford Community Services

JOB POSTING #2024-140-01

INTERNAL/EXTERNAL

One Line Referral Program (OLR)

OLR Resource Support Worker

Wage: \$20.00 to \$21.00 per hour

Part Time: 12 hours per week, Monday to Friday

Temporary until March 31, 2025

Assist People in the Community Find Resources to Meet their Needs

Join the team at Archway

Come Help Us Help People

Location: Abbotsford

On Site

Job Summary:

The One Line Referral (OLR) program is focused on community support, accessibility, and inclusiveness for individuals unable to access mainstream programs due to ineligibility or other various barriers. The position of the OLR Resource Support Worker is to support community members with accessing unique resources based on situational needs. The OLR Resource Support Worker works alongside Archway Programs and numerous community programs to provide community members with resources and support one-on-one. Services are provided in both English and Punjabi.

Your Role:

Archway's OLR Resource Support Worker with the One Line Referral Program contributes by:

- Acting as a single point of contact for members of the public to obtain information on social services in the community to meet their needs.
- Providing information and referrals for services, including but not limited to, immigrant and refugee services, legal advocacy programs, support with tenancy, youth services, senior services, support for families and young children, mental health, substance use and counselling services, programs for persons with disabilities, and domestic violence and abuse counselling.
- Understanding that clients should not be turned away without resources or information.
- Assessing client needs and potential risks so the individual can access appropriate resources and meet their goals.
- Providing support and direction to individuals experiencing complex barriers.
- Providing resources and referrals to programs that support individuals and their social, emotional, mental and physical health and overall well being.
- Conferring with clients with regard to unusual or problematic issues they are experiencing.

This position is a great fit for someone who has great listening and communication skills, can quickly assess a situation to provide guidance and support, and can manage crisis and conflict situations and respond accordingly.

Our Offer

- Wage: \$20.00 to \$21.00 per hour.
- A part-time position at 12 hours per week, availability Mondays to Fridays, from 8:30 AM to 5:00 PM.
- Temporary until March 31, 2025.
- Perks include:
 - Great in-house training opportunities.
 - Employee and Family Assistance Program that includes online access to wellness resources.
 - Rewarding work in a positive environment.
 - Work/life balance.
 - Opportunity to network with colleagues at Archway and learn about the over 90+ Programs at Archway.

Getting an Interview – you will be considered if you have:

- Diploma in Social Work, or a diploma in a related field and one year's experience.
- Experience in direct program delivery in the community social service sector.
- Experience providing services through a trauma informed and client-centred lens.

The Job Requires you to have:

- A Class 5 BC Driver's License and clean driving record.
- Valid First Aid certificate.
- Ability to speak both English and Punjabi.
- Knowledge of community programs and resources.
- Ability to interact with others in a diplomatic, collaborative, professional, and results-oriented manner.
- Knowledge of age-appropriate group processes and rapport/relationship building techniques.
- Ability to work within high level crisis and conflict situations and de-escalate.
- Ability to pay close attention to clients' needs, analyze and interpret those needs, and respond appropriately.
- The ability to have a personal vehicle to use for program-related driving, and to be insured according to Archway policy 3.36.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is May 23, 2024.

TO APPLY

Interested applicants are to reference **Posting #2024-140-01 in the subject line.**

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca

Subject: Job Posting #2024-140-01

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stō:ló people. Stō:ló territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.