

# POSTING

## SETTLEMENT HOUSING OUTREACH WORKER

### Arabic Speaking

Temporary Full Time (35 hours per week) - Until March 31, 2019

## Immigrant Settlement Program

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The Settlement Worker provides immigrant and refugee newcomers with information and referrals about Canada and BC society and systems, guidance and support on personal and family adjustment issues, as well as connects newcomers to the broader community. This position also provides outreach support to clients with housing searches/challenges/issues; and, advocates on behalf of clients in accordance to BC Residential Tenancy Law.

### KEY DUTIES AND RESPONSIBILITIES

1. Adhere to Policies and Standards as established in OCS Policy and Program Manuals, and OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, Funder Expectations and COA standards.
2. Understand and achieve Contract Deliverables:
  - 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, and referrals to newcomers through 1-on-1 settlement services at various delivery sites.
  - Promote, organize and/or facilitate **Group** settlement services (workshops, special events, field trips) at various delivery sites.
  - Develop and manage **Client Settlement Plans**, including task, referrals and appropriate follow-up.
  - Provide **housing-related information & orientation** (including tenants' rights, rental searches, etc.) and outreach support to newcomers, as assigned
  - 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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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

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3. Utilize marketing resources to promote activities and disseminate information that is consistent to IS Marketing and Communications Plan.
4. Contribute to PQI & Strategic Directions/Goals of Immigrant Services and be proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
5. Represent OCS and participate in outreach activities/special events as required.
6. Participate in meetings and training opportunities.
7. Other administrative duties as required, including photocopying/faxing, taking meeting minutes, filing, room set-up/clearing for meetings and activities, etc.
8. Follow written and verbal directives from Program Manager and/or Senior Manager, Executive Director or designate.
9. Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
10. Perform other related duties as required.

## **QUALIFICATIONS**

### **Education, Training, and Experience:**

- A Bachelor's Degree or a combination of relevant training, education and experience working in Social Services or related fields.
- Experience working with newcomers, vulnerable populations and/or volunteers
- Knowledge of BC Residency Tenancy Law, Tenant Rights and Responsibilities, Government and Community Resources/Services
- Experience dealing with housing issues in the Lower Mainland
- Class 5 Driver's License and reliable vehicle
- Current Level 1 First Aid certificate an asset

### **Job Skills and Abilities:**

- Proficient verbal and written knowledge of English and Arabic.
- Additional language skills relevant to populations served is required.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- Strong active listening, empathy, and counseling skills.
- 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, as well as crisis intervention, conflict resolution, critical thinking, and problem solving skills/techniques.

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- Strong level of computer proficiency; in particular, strong Microsoft Word, MS PowerPoint, MS Excel spreadsheet, database, internet/email, 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 team work and strong work ethics.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Crisis Line experience an asset.

\* An eligibility list will be maintained for up to 6 months.

**CLOSING DATE:** Resumes will be reviewed starting [January 25, 2019] but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Gurrinder Roy, Program Manager  
Options Community Services Society

Email: [gurrinder.roy@options.bc.ca](mailto:gurrinder.roy@options.bc.ca)

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21269] and outlining your qualifications and related experience for the position.

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