Senior Resources & Services Officer

Closing date: January 5, 2022
URL: https://successbc.ca/jobs/12252-project-services-officer/

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Temporary Full-Time</th>
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<tbody>
<tr>
<td>Code</td>
<td>12253</td>
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<tr>
<td>Salary</td>
<td>TBD</td>
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<tr>
<td>Hours</td>
<td>35 hours per week</td>
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<td>Job Number</td>
<td>12253</td>
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<tr>
<td>Location</td>
<td>YVR</td>
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<td>Reports To</td>
<td>Program Coordinator (SDI)</td>
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Division: Community Airport Newcomers Network (CANN)

Program: IRCC SDI Project

Number of Positions: 1

About the Position:

The Resources & Services Officer (RSO) will be responsible for Service Delivery Improvement (SDI) project system development and Initial screening of potential Service Provider Organizations (SPOs). This position also performs as a daily Liaison with partner SPOs participating in the design of the needs assessment module, updating partner SPOs information on Client Service System (CSS) database, and monitoring e-notification system usage status. The RSO liaises with Social Research & Demonstration Corporation (SRDC) when needed and performs other administrative duties as assigned.

Reports to: Program Coordinator (SDI)

Key Duties & Responsibilities:

- Assists the Program Coordinator and Senior Program Manager on developing, testing and implementing the SDI systems and platforms
- Updates SPOs for BC and Western Canada on the Client Service System (CSS)
- Provides input on needs assessment module setup
- Liaises with partner SPOs on e-notification system operation
S.U.C.C.E.S.S.

- Responds to partner SPOs’ inquiries via various communication such as telephone, email, MS Teams, or Zoom
- Works together with SPOs on improving the efficiency of referral practices
- Provides input on the efficiency of referral practices during Information & Orientation (I&O) sessions provided by the Port of Entry (POE) service provider
- Monitors SPOs e-notification system usage status
- Provides report on project progress in the following areas:
  - CSS-SDI development
  - Partner SPOs update
  - Needs Assessment module development
  - E-notification system usage status
  - Emerging needs
  - Liaises with the SRDC when needed
- Performs related administrative duties assigned by the Program Coordinator

**Education, Training & Experience:**

- Bachelor’s Degree in Social or Human Sciences or equivalent combination of education and experience in immigrant-related services
- Experience working with newcomers and refugees
- Experience with multicultural clientele and immigrant related services
- Knowledge of settlement and integration
- Knowledge of services and programs for newcomers and refugees
- Knowledge of research, administrative and database management

**Job Skills & Abilities:**

- Excellent written and oral communication skills
- Second language knowledge is an asset
- Excellent interpersonal and intercultural communication skills
- Excellent administrative skills
- Excellent technical skills in MS Office, web-based applications, database management, and SQL
- Excellent attention to detail and organizational skills
- Ability to gather information, analyze, and solve problems
- Ability to work independently and as a part of a team
- Ability to multitask and respond quickly to new or changing work demands
S.U.C.C.E.S.S.

- Ability to work with individuals and communities facing cultural adjustment challenges

Other Requirements:

- Criminal Record Check Required
- Airport Security Clearance Required
- Ability to stay standing for a prolonged period of time

S.U.C.C.E.S.S. embraces diversity and encourages all qualified applicants to apply. Interested candidates please apply by emailing your application including the following e-mail subject line “Senior Resources & Services Officer” by 5:00pm January 5, 2022 and submitting resumes to: Suudhodan.baidya@success.bc.ca

While we appreciate all applications, only those selected for an interview will be contacted.