



12794- Program Officer

Closing date: June 9 2023

URL: <https://successbc.bamboohr.com/careers/268?source=aWQ9Mjg%3D>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Job Type: Permanent Full-Time

Job Number: 12765

Salary: \$24.95 per hour

Hours: 35 hours per week

Location: Vancouver.BC

Department: Settlement and Family Services

Program: BC Settlement and Integration Services (BCSIS)

Employment Type: Permanent Full-Time (35 hours per week)

Number of Positions: 2

Job Summary:

Deliver outcome-oriented settlement program to eligible newcomers. The Settlement Practitioner delivers settlement services for seniors, women, men and youth under the following components: a) Needs Assets Assessments and Referrals, b) Information and Orientation, c) Employment Related Services, d) Community Connections and e) Support Services.

Reports To: Settlement Coordinator

Key Duties and Responsibilities:

- Performs formal review of newcomer needs across a broad spectrum of settlement areas (language, employment, housing, community connections, etc.)
- Develops Settlement Plans and follow-up support for newcomers based on identified needs with consideration of government, professional, business and community services available



- Performs clients' data entry using IRCC provided system
- Refers or arranges clients to appropriate services as needed (i.e. crisis counselling)
- Provides newcomers with client-centered settlement and integration information and orientation services about Canada plus the community they intend to settle
- Delivers one-on-one consultations via various communication methods (i.e. in-person, email, online and by phone)
- Provides information and orientation through workshops, group sessions and classes
- Liaises with government, professional, business, schools and community services as necessary to ensure provision of up-to-date, accurate and detailed information to newcomers and client settlement needs
- Facilitates bridging activities such as mentoring between newcomers and Canadian citizens, employers, businesses, professionals and public institutions
- Facilitates guided visits for newcomers to foster familiarization to existing government and community resources and support
- Plans and implements large and small events
- Performs cultural interpretation between clients and service providers
- Performs interpretation for workshop speakers where applicable
- Translates resources for newcomers
- Plans and implements large and small events
- Outreaches to local communities organizations (i.e. public libraries, community recreation and senior's centres, government institution, schools, food banks, cultural and faith-based institutions, and other local community and social networks) in order to conduct program promotion and recruit new clients
- Attends program meetings on service delivery issues
- Provides up-to-date information to the Regional Manager or Settlement Coordinator within the service region regarding changes to community services, government departments and procedures
- Works on improving program service outcomes and day-to-day services to newcomers by participating in professional development programs as assigned
- Documents clients' needs, settlement plans, attendance records, and program outcomes to client database
- Performs other related duties as assigned by Settlement Coordinator or Regional Manager

Education, Training and Experience:

- Bachelor's Degree in Social or Human Sciences
- Experience in working with immigrants, live-in caregivers and refugees
- Experience with multicultural clientele and immigrant related services
- Experience in conducting workshops and events
- Experience in one-on-one settlement service delivery
- Knowledge of settlement information and resources
- Knowledge of the local geographic area



Job Skills and Abilities:

- Excellent written and oral communication skills
- Excellent interpersonal and intercultural communication skills
- Ability to work independently and as a part of a team
- Second language knowledge is an asset
- Excellent technical skills in MS Office and web-based applications (e.g. MS Teams and Zoom)
- Excellent resource, time management and organizational skills
- Excellent attention to detail and commitment to excellence in service delivery
- Excellent group facilitation skills
- Ability to work with individuals and communities facing cultural adjustment challenges
- Ability to design, promote, deliver and facilitate orientation and education workshops
- Ukrainian Language is an asset

Additional Information:

- Criminal Record Check required
- Able to work evenings and weekends as required

About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x̣ṃəθḳʷəỵəm (Musqueam), Ṣḳẉx̣ẉú7mesh (Squamish), and Səḷílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

At S.U.C.C.E.S.S., we take care of our communities and our people!

Our staff is the source of our success and we make it a priority to ensure work-life balance for our staff. We offer a range competitive and comprehensive benefit packages to ensure the well-being our staff. Subject to the type of employment, benefit packages may include:

- paid time off '*monthly wellness days*' (up to 12 days per year)
- additional agency holidays (3 additional statutory holidays)
- 2 weeks annual vacation (starting) and up to 5 weeks (maximum)
- company-funded pension (GRRSP)
- extended health & dental plan



S.U.C.C.E.S.S.

- employee & family assistance programs
- access to wellness programs (such as subscription to *Headspace*) , and more

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

***Interested candidates please apply by 11:59pm June 9, 2023 at
<https://successbc.bamboohr.com/careers/268?source=aWQ9Mjg%3D>***

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