



12798- Program Assistant

Closing date: June 9 2023

URL: <https://successbc.bamboohr.com/careers/272?source=aWQ9Mjg%D>

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: Temporary Part-Time

Job Number: 12798

Salary: \$21.97 per hour

Hours: 35 hours per week

Location: Richmond, BC

Department: Settlement & Family Services

Program: Immigrant Settlement & Integration Program (ISIP)

Employment Type: Temporary Part-Time (17.5 hours per week) (Maternity Leave Contract)

Reports to: Settlement Coordinator

Job Summary:

The Program Assistant is responsible for providing direct service delivery to students and clients. This position liaises between students, clients, staff and community stakeholders. The Program Assistant also helps to provide relevant settlement services to support their residency in Canada.

Key Duties and Responsibilities:

- Provides needs assessments and referrals
- Delivers settlement and service information to clients
- Provides demonstrations and advices to clients on accessing settlement information and resources
- Addresses client needs through providing referrals to appropriate agency, community, and governmental resources
- Delivers translation and interpretation support to clients on accessing settlement services where appropriate



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- Produces and disseminates settlement, community, and government service materials to clients
- Distributes governmental or other related settlement information to assist clients on completing forms
- Assists clients in applying to Language Assessment Centres
- Refers clients to other community, government, and language training services based on needs
- Supports the team in the delivery of program activities such as classes, workshops, orientations, and other group-based activities
- Other related duties as assigned by the Settlement Coordinator

Education, Training and Experience:

- Bachelor's Degree in Social or Human Sciences
- Experience in working with immigrants, newcomers, and refugees
- Experience with multicultural clientele and immigrant related services
- Experience in settlement services
- Knowledge of settlement information and resources
- Knowledge of the local geographic area

Job Skills and Abilities:

- Excellent written and oral communication skills
- Second Language in Mandarin/Cantonese considered an asset.
- Excellent interpersonal and intercultural communication skills
- Excellent technical skills in MS Office and web-based applications
- Excellent attention to detailed and confidential information
- Ability to work independently and as a part of a team
- Ability to work with individuals and communities facing cultural adjustment challenges

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 x̣m̄əθk̄'əȳəm (Musqueam), Sk̄wx̄wú7mesh (Squamish), and Səl̄íl̄wətaʔ/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



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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.

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/272?source=aWQ9Mjg%3D>***

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