

# POSTING



## COMMUNITY CONNECTIONS FACILITATOR

Temporary Part-time (20 hours per week) until January 15, 2018

### Immigrant Services

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This position will be responsible for organizing and facilitating Community Connections Activities (including Literacy Classes) for immigrant/refugee newcomers. Will work closely with volunteers, Program staff, and Community Partners to enhance program delivery and to support new partnerships.

#### KEY DUTIES AND RESPONSIBILITIES

- Adopt creative strategies and establish appropriate community partnerships to reach/recruit client target group(s) and to provide orientation to clients, if applicable
- Work with Community Partners to maintain and enhance existing Community Partnerships, enhance Program Delivery, and support in developing new Partnerships
- Provide immigrant and refugee clients and their families with the opportunity to connect with non-immigrant and long-time residents
- Plan, promote, organize and/or facilitate Community Connection Activities/Events including Field Trips, Volunteer Ambassador Events, Financial Literacy Workshops, etc. as assigned
- Work closely with Newcomer Literacy Coordinator to develop Lesson Plans and deliver Literacy Classes in adherence to Literacy Curricula
- Work closely with Volunteer Support Worker and Newcomer Literacy Coordinator to recruit, train, and supervise Classroom Helpers
- Connect clients with Community Events and Services in the broader community such as Cultural Events and Celebration Days such as World Refugee Day, Canada Day
- Establish a positive rapport and working relationship with clients and engage them in activities that encourage them to connect to the broader community
- 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
- Utilize marketing resources to promote activities and disseminate information that is consistent to IS Marketing and Communications Plan.

#### QUALIFICATIONS

##### Education, Training, and Experience

- A Bachelor's Degree (or equivalent combination of training and experience) in a related field
- TESL certificate or equivalent
- Experience teaching language and life skills to immigrants and refugees and working with volunteers

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

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OCS Posting #:A20865

- Class 5 Driver's License and reliable vehicle an asset
- Current Level 1 First Aid certificate an asset

**Job Skills and Abilities:**

- Proficient verbal and written knowledge of English
- Additional language skills relevant to populations served is an asset
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Strong active listening, empathy, and counseling skills
- Ability to design, promote, organize, and facilitate Group activities/Events/Forums
- 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
- 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
- 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:** March 21, 2017

**EXPECTED START DATE:** April 15, 2017

**PLEASE APPLY TO:** Cindy Lee, Conversation Circle Coordinator  
Options Community Services Society

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**No phone calls please.**