POSTING

options
COMMUNITY SERVICES

NEWCOMER LITERACY COORDINATOR

Permanent Full-time (35 hours per week)

Immigrant Services

Options Community Services is looking for a Newcomer Literacy Coordinator for the development and implementation of Options Newcomer Literacy Program. Under the direction of Immigrant Services Senior Manager and Community Connections Manager, the position will be responsible for the coordination of staff-facilitated and volunteer-led Literacy related activities.

KEY DUTIES AND RESPONSIBILITIES

- 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
- Plan, organize and monitor staff-facilitated and volunteer-led Literacy related Activities
- Work closely with frontline staff to coordinate client registration, class placement, attendance
- Work closely with Volunteer Support Worker to recruit and train volunteers
- Develop Literacy related curricula, resources, instructional materials
- Promote Options Newcomer Literacy Program in the community
- Ability to instruct Literacy related Classes, if necessary
- Schedule and supervise Casual Child minders
- Represent IS and Options Newcomer Literacy Program in Literacy/Language related Committees, Networking and Professional Development Opportunities, as assigned
- 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 in order to meet Literacy/Language needs for newcomers
- 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 Immigrant Services Marketing and Communications Plan
- Contribute to PQI and Strategic Directions/Goals of Immigrant Services and being proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Represent agency and participate in outreach activities/special events as required
- Participate in meetings and training opportunities
- Other administrative duties as required, including photocopying/faxing, taking meeting minutes, filing, room set-up/clearing for meetings and activities, etc.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.

NOTE: Applicants not selected for an interview will not necessarily be notified. Posted: 03/20/2017

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce. OCS Posting #:A20877

QUALIFICATIONS

Education, Training, and Experience

- A Bachelor's Degree or a combination of relevant training, education and experience working in immigrant services or related fields
- TESL certificate or equivalent
- Experience with program/project management
- Experience teaching language and life skills to immigrants and vulnerable refugees
- Experience training and supervising staff and volunteers
- Class 5 Driver's License and reliable vehicle an asset

Job Skills and Abilities:

- Demonstrate strong verbal and written skills, especially the ability to write Funding Reports, Proposals, and Grants
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Additional language skills relevant to populations served is an asset
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues
- Ability to develop, organize, and coordinate multiple and concurrent activities; facilitate and instruct if necessary
- Ability to supervise staff and volunteers as needed
- 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 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 27, 2017**

PLEASE APPLY TO:

Cindy Lee, Coordinator
Options Community Services Society
13520 – 78 Avenue
Surrey, B.C. V3W 8J6

Fax #: (604) 572-7413
Email: cindy.lee@options.bc.ca

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