

We're Hiring!



CASE MANAGER SPECIALIST - DARI OR SPANISH SPEAKING

Posting Requisition	22536	Program	<i>BC Settlement and Assistance for Humanitarian & Vulnerable Newcomers (BC SAF HAVN)</i>
Job Types	<i>Regular, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open Until Filled</i>

Salary - \$30.00 hourly (subject to our funding model)

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The BC SAF HAVN program offers Wraparound services to support the social and economic integration of refugee claimants not eligible for federal settlement programs. Our services encompass all initial settlement needs, including food and housing access, community orientation, immigration and legal process navigation, work authorization, and mental health support. Through a holistic approach, Refugee Claimants receive the essential support required for their integration into society.

The Case Manager Specialist will provide wraparound support to multi-barrier Refugee Claimants residents residing in Surrey, including LGBTQ2+ and gender-diverse individuals and those with disabilities/diverse abilities (physical, mental health, cognitive, communication, intellectual, sensory, and age-related impairments).

ACCOUNTABILITIES

- Conduct client Eligibility Assessment and Intake Process.
- Conduct formal needs assessments, including assessment of skills, education, experience, employment readiness, job search skills, life skills and social skills; identify barriers, make appropriate referrals and develop best next steps towards employment and/or community attachment.
- Maintain up-to-date information on labour Market trends and employment resources.
- Organize and facilitate labour Market-related Orientation group sessions.
- Organize, promote and facilitate information & orientation group activities on job search skills, labour market-related resources, training opportunities and job fairs, information on workplace rights and responsibilities, workplace safety and culture.
- Provide individualized service and other supports to enhance clients' readiness for regular BC NSP Settlement Services, Work BC or other Employment services in the community.
- Act as a liaison between BC SAF HAVN and Work BC services in the community, facilitating seamless access to eligible employment services.
- Work collaboratively with the Case Manager Specialist to develop and follow up on clients to ensure that Wraparound Settlement Plans are being followed and regularly reassessed, appropriate referrals and assistance are provided, and the client's progress toward expected outcomes is tracked.
- Connect with mentors and potential employers, offer guidance on career goal attainment, and provide ongoing support to clients and employers.
- Facilitate job opportunities by networking with employers, providing guidance, and supporting clients throughout employment.

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- Assist clients in accessing other services by providing language, cultural interpretation, and other necessary support.
- Develop, organize and maintain volunteer intake/assessment, registration, training, placements and referrals.
- Establish a positive rapport and working relationship with clients and engage them in activities encouraging them to connect to the broader community.
- Establish appropriate linkages to other Service Providers to facilitate referrals and to ensure a coordinated support system for the client.
- Provide Intake and Exit and Follow-up Interviews/Assessments related to the Outcomes Evaluation Plan and Report.
- Record, maintain, and report client data and information through relevant Forms, Case Notes and OCMS database; complete all required/assigned Reports.
- Maintains a solid working knowledge of the Refugee Claim process, Immigration Processes, as well as Government Services relevant to client populations served (Refugee Claimants and multi-barrier newcomers)
- 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 consistent with BC SAF HAVN Marketing and Communications Plan.
- Contribute to developing a Resources Reference Directory for the BC SAF HAVN program.
- Contribute to the Project Outcomes Evaluation Plan and Report
- Contribute to PQI and Strategic Directions/Goals of Immigrant Services and proactively identify areas for improvement, sector trends, potential partnerships, etc.
- Represent OCS 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.
- Follow written and verbal directives from Program Manager and/or Senior Manager, Executive Director or designate.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
- Perform other related duties as required.

QUALIFICATIONS

Education, Training, and Experience:

- Post-secondary education or a relevant combination of education and experience in the delivery of settlement services.
- Experience working with a Case Management framework
- Proficiency in Dari or Spanish is required.
- Experience working with refugee claimants, asylum seekers, newcomers, vulnerable populations and volunteers
- Aware of the needs and related issues related to Refugee Claimants and Asylum seekers.

Skills and Abilities:

- Proficient verbal and written knowledge of English.
- Additional language skills relevant to the populations served are required.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- Strong, active listening, empathy, and counselling skills.
- Ability to organize and facilitate Group Information and Orientation activities.
- Ability to maintain and keep accurate and up-to-date client records.
- Ability to identify and access community services and resources.

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- Demonstrated ability to work with individuals and communities suffering from discrimination, racism and culture shock.
- Strong understanding of the Canadian legal system, laws and public policy about service population(s).
- Strong communication, interpersonal/relationship-building, intercultural competency, 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 teamwork and strong work ethics.
- Must be sensitive to and respectful of cultural and lifestyle diversity.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO:

Iris Solorzano, Program Manager

Options Community Services Society

Email: iris.solorzano@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22536] and outlining your qualifications and related experience for the position.