

We're Hiring!



CLIENT ENGAGEMENT LEAD

Posting Requisition	22538	Program	BC Newcomer Services Program (BCNSP)
Job Types	Regular, Part-time	Location	Surrey, BC
Hours of work	15 hours per week	Closing Date	Open Until Filled

Salary - \$34.40 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.

BCNSP provides direct settlement services for newcomers who are ineligible for federal immigrant support services. Tailored to Work Permit Holders, Study Permit Holders, and Naturalized Canadian citizens, services address unique integration barriers. By fostering social and economic integration, BCNSP benefits both newcomers and the broader community.

The Client Engagement Lead is responsible for engaging with program clients, stakeholders and staff to gain input, feedback and understanding of how BC NSP program services impact client needs, client journeys and client stories.

ACCOUNTABILITIES

- Produces community partners, clients and event/activity stories
- Organize and facilitate community partner events
- Produces quarterly BC NSP e-newsletter based on assigned themes
- Coordinates client surveys to gather feedback on services provided, ensuring continuous improvement and client satisfaction
- Coordinates community partners' surveys
- Establish a client advisory community or focus group to involve clients in decision-making processes and program development.
- Conduct follow-up calls to assess client satisfaction and address any concerns or issues promptly.
- Utilize technology, such as mobile apps or online platforms, to make it easier for clients to access information, resources, and support services.
- Provide ongoing training or skill-building workshops based on client interests and needs.
- Supports BC NSP Manager to compile reports that include both quantitative and qualitative data; research and collate relevant Statistics Canada and external data as assigned
- Contribute to PQI and Strategic Directions/Goals of the BC NSP program and be proactive in identifying areas for improvement, sector trends, potential partnerships, etc.
- Contribute to the development and implementation of BC NSP Communication and Marketing Plan.
- Attend meetings as required and work as a member of BC NSP team as well as a member of the Immigrant Services.
- Contribute to a positive work environment by maintaining a positive working relationship with other workers and volunteers.
- Perform other duties as assigned.

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QUALIFICATIONS

Education, Training, and Experience:

- Post-secondary education in marketing, business or a related field and at least one year of recent related experience.
- Experience working with/analyzing qualitative and quantitative data
- Experience working with newcomers, vulnerable populations and/or volunteers

Skills and Abilities:

- Exceptionally well organized, dependable, and able to set priorities to meet deadlines efficiently and accurately
- Excellent written and verbal communication skills
- Strong writing skills in English
- Excellent ability to engage with diverse individuals and groups; strong listening skills
- Excellent interviewing and story-telling skills; strong familiarity with using different mediums/formats to capture/present 'stories'
- Must be able to multi-task, take directions and work independently
- Understand needs and issues/challenges related to immigrant/refugee/newcomer settlement needs
- Strong communication, interpersonal/relationship-building, intercultural competency, as well as crisis intervention, conflict resolution, critical thinking, and problem-solving skills/techniques
- Ability to organize and carry out duties with independence and professionalism
- Organized and comfortable working in a multi-tasking, fast-paced environment
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Flexibility and willingness to work outside of regular work hours

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 #22538] and outlining your qualifications and related experience for the position.