

We're Hiring!



SETTLEMENT PRACTITIONER

Posting Requisition	2024-084	Program	Migrant Workers Program
Job Types	Temporary, Full-time (Until Dec 31, 2024)	Location	Surrey, BC
Hours of work	35 hours per week	Closing Date	Open Until filled

Salary - \$27.00 - \$29.50 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 Migrant Worker's Program, provides resources and services to enable temporary foreign workers to exercise their rights and improve their experiences while working in Canada.

The Settlement Practitioner oversees direct client services and ensures their delivery through an integrated approach. This includes conducting detailed one-on-one needs assessments and referrals, providing individual information and orientation sessions, facilitating group information and orientation sessions, bridging services, conducting client outreach, developing resources, networking with stakeholders (e.g., employers, Consulates, etc.), providing emergency assistance, and ensuring service accessibility for all TFWs. The position also plays a crucial role in ensuring the achievement of all funder deliverables and anticipated outcomes.

ACCOUNTABILITIES

- Conduct client Eligibility Assessment and Intake Process.
- Provide in-depth Needs Assessments, Information and Orientation, and referrals to eligible clients through 1-on-1 Settlement Services at various delivery sites.
- Increase TFWs awareness and understanding of their rights and responsibilities through educational activities and/or existing educational material
- Empower TFWs to exercise their rights by providing or assisting in accessing services available to them
- Foster inclusion and welcoming of migrant workers through social, cultural, and/or recreational events
- Engages and collaborates with employers and stakeholders to support TFWs
- Support migrant workers during emergency situations
- Provides support to TFWs experiencing crises or high levels of trauma
- Supported services for Vulnerable TFWs applying for Open Work permits while working collaboratively with other service providers (counselling, housing, legal advocates)
- Work collaboratively with service providers to develop and follow up on clients to ensure that Settlement Plans are followed and regularly reassessed, appropriate referrals and assistance are provided, and the client's progress toward expected outcomes is tracked.
- Assist clients in accessing other services by providing language, cultural interpretation, and other necessary support.
- 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 ensure a coordinated client support system.

We are an equal opportunity employer committed to hiring a diverse workforce

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- 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 Temporary Foreign Workers Program, Immigration Processes, and Government Services relevant to client populations served.
- 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 Migrant Workers Marketing and Communications Plan.
- Contribute to developing a Resources Reference Directory for the 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, and potential partnerships.
- 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 the Program Manager and 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 in Social Sciences, counselling or a related discipline supplemented by a minimum one to two (1 -2) years of experience delivering settlement services.
- Experience working with Temporary Foreign Workers, refugee claimants, asylum seekers, newcomers, International Students, Work Permit holders, Naturalized Citizens and vulnerable populations and volunteers
- Aware of the needs and related issues temporary residents face.

Skills and Abilities:

- Proficient verbal and written knowledge of English.
- Additional language skills relevant to the populations served are required, Spanish or Tagalog strong asset.
- Robust 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.
- 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, and 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.

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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 Solórzano, Program Manager
Options Community Services Society
Email: iris.solorzano@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #2024-084] and outlining your qualifications and related experience for the position.