

We're Hiring!



INTAKE WORKER

Posting Requisition: 2024-117

Program: *Language Assessment Program*

Job Type: *Regular, Full-time*

Location: *Surrey, BC*

Hours of Work: *35 hours per week*

Closing Date: *Open Until Filled*

Salary - \$24.00-24.72 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.

In co-ordination with the Language Assessment Program Manager and Language Assessors of Immigrant Services, the Intake Worker is responsible for providing operational and administrative support to the LINC (Language Instructions for Newcomers to Canada) Assessment Program for immigrant/refugee newcomers. The Intake Worker is the first point of contact for clients and is responsible for creating a welcoming client environment.

ACCOUNTABILITIES

- Adhere to Policies and Standards as established in OCS Policy and Program Manuals, OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, funder expectations and COA standards.
- Support the language assessment and referral services model and ensure maintenance of operating standards and protocols at the assessment.
- Receive LINC (Language Instructions for Newcomers to Canada) applications by email, fax or drop in, screen applicants for eligibility as per funder requirements.
- Coordinate scheduling of language assessments with clients and Language Assessors using program-specific database and maintain confidential records.
- Greet all arriving clients and direct accordingly for language assessment appointments.
- Monitor and respond appropriately to online enquiries.
- Assist with monitoring clients during language assessment, following established procedures to facilitate a seamless English language assessment process.
- Refer assessed clients to LINC providers based on client's desired region and needs, and maintain updated records of current waitlists for LINC classes in Metro Vancouver.
- Record, maintain, and report client data and information through relevant/approved OCS Forms, OCMS, iCare and program-specific database; complete all required/assigned reports.
- Responsible for collecting, collating and updating resources and information relevant to the needs of newcomers available within the region.
- Work closely with Language Assessors and Program Manager to support promotional strategies/activities to recruit clients for Language Assessment Program.
- Assist and work closely with the Itinerant Coordinator on outreach assessment planning.
- Communicate with Language Assessors and Program Manager to coordinate accommodation requests for candidates with specific needs.
- Contribute to PQI and Strategic Directions/Goals of Language Assessment Program, and be proactive in identifying areas for improvement.
- Liaise with Immigrant Service staff and clients to enhance communication, and promote efficient referral services.

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

Posted: May 21, 2024

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- Participate in outreach activities/special events as required.
- General office maintenance as assigned, including tidiness of service site(s).
- Perform other administrative duties as required, including photocopying, taking meeting minutes, filing, room set-up/clearing for meetings and activities and reception duties such as answering phone calls and greeting and directing clients.
- Support Program Managers to compile financial, service/activity statistics and reports, including Client Satisfaction Surveys, Annual Stakeholder Surveys, other program-relevant statistics such as volunteer stats, etc.
- Follow written and verbal directives from Program Manager, 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 combination of relevant training, education and experience working in Social Services or office administration field.
- Experience working with newcomers, vulnerable populations and/or volunteers.
- Previous experience working in an administrative role.
- Comprehensive knowledge of LINC or Adult ESL education programs an asset.
- Current Level 1 First Aid certificate an asset.
- Class 5 Driver's License and reliable vehicle an asset.

Skills and Abilities:

- Exceptionally well-organized, dependable, and able to set priorities to meet deadlines efficiently and accurately.
- Excellent command of verbal and written English.
- An additional language is an asset.
- Understanding of social service programming and resources, multiculturalism and immigrant/refugee issues.
- Strong communication, interpersonal/relationship-building intercultural competency, as well as crisis intervention and conflict resolution.
- Strong level of computer proficiency; in particular, strong Microsoft Word, MS PowerPoint, MS Excel spreadsheet, database, internet/email, scanning skills and comfort with desktop publishing (MS Publisher).
- Ability to make sound decisions.
- Critical thinking and problem-solving skills/techniques.
- Ability to work in a fast-paced, multicultural and diverse environment.
- Ability to work independently, manage multiple tasks and take direction.
- 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.

SPECIAL REQUIREMENTS

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

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PLEASE APPLY TO:

Marta Stefanska, Program Manager

Email:

marta.stefanska@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #2024-117] and outlining your qualifications and related experience for the position.