



## Refugee Claimant Settlement Worker, Settlement Orientation Services

**Job ID #:** 2023-Settlement-13

**Position:** **Refugee Claimant Settlement Worker – Spanish is required**  
Settlement Orientation Services – Various locations, Metro Vancouver  
Temporary full-time position at 35 hours per week starting as soon as possible until September 29, 2023

### At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

### Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

### Summary:

Assists clients to coordinate refugee claim and settlement process in their adaptation to Canadian society through providing needs assessment, orientation, information and by linking them with communities, organizations, and agencies in the first language of the target culture.

**Reports to:** Manager, Settlement Orientation Services.

### How You'll Make a Difference

- Screens and assesses client needs (including strengths and barriers), in first language where possible, to develop an individualized settlement plan which outlines a strategy to achieve settlement success based on identified needs, available services and community supports. Monitors settlement plan to ensure clients are on target, adjusting plan, if necessary, to meet individual client needs.
- Provide orientation services (in English and specific language required) based on assessed client needs to ensure a basic awareness of Canada, BC, and the local community, including public systems and services such as housing, health, transportation, education, and rights and responsibilities.
- Assists clients to access services, make appointments and complete forms required to help process their refugee status. Provides interpretation assistance and individual advocacy as necessary.
- Ensures services are adequately provided to clients and serves as a source of information for both client and staff of concerned agencies.
- Refer clients to appropriate community resources based on assessed needs.
- As required, provides enhanced support and short-term adjustment counselling on specific settlement-related issues that may hinder the settlement process e.g., family, and cultural adjustment, navigating specific immigration processes.
- Re-assess client needs and make enhancements to services as required.

## IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- Enters client information and service interventions into centralized database as client service occurs.
- Provides input to narrative reports as required.
- Organize and facilitate workshops and courses, arranging for external speakers as appropriate.
- Performs service bridging by serving as a resource to clients and staff of external agencies regarding cultural interpretation on issues, client needs, and related projects and services.
- Participate in approved sectoral and community networks. In the first language, may develop resource materials and write news articles on settlement topics.
- Performs other related duties as assigned.

**What You Bring:**

Diploma in Social Sciences, counseling, or a related discipline acceptable to the employer supplemented by a minimum of one (1) to (2) years of experience in a client-oriented position, preferable in an immigrant settlement service-related field **OR** an equivalent combination of education, training, and experience acceptable to the employer. Fluency in Spanish language.

**What Makes You a Change Maker**

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.
- Proficiency in MS Word.
- Demonstrated ability to manage time and resources effectively.
- Current knowledge of legislation, services and information affecting immigrant and refugees including issues facing newcomers.
- Demonstrated experience in developing and facilitating groups.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Physical ability to carry out the duties of the position.

**ISSofBC Value Proposition**

- Role Salary Range: \$24.75 - \$32.35 per hour.
- Expected Starting Range: \$24.75-26.27. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually.
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

**ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.**

**If you are passionate about making a difference, apply now!**

Applications must include "2023-Settlement-13" in the subject line and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org). \*\*All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

*For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.*

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: Open until filled**