



**SERVICE ASSISTANT, RESETTLEMENT ASSISTANCE PROGRAM  
(Posted: August 8, 2023 – August 15, 2023)**

**Job Competition #:** 2023-Settlement-26

**Position:** **Service Assistant – Fluency in Dari and Pashto are required**  
Resettlement Assistance Program (RAP) – ISSofBC Welcome Centre-Surrey  
Temporary full-time position at 35 hours per week starting as soon as possible till  
November 30, 2023 or pending return of incumbent

**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:**

Under the daily oversight of the Assistant Manager, RAP, assists the RAP team in implementing routine administrative procedures and tasks to ensure smooth day-to-day operations of RAP. Maintains client files and schedules and ensures completeness and accuracy of electronic files. Does clerical work such as data entry, filing, scanning, copying, handling fax, running data queries, etc.

**Reporting to:** Manager, RAP

**How You'll Make a Difference**

- Receives Notification of Arrival Transmissions and inputs this and other client data into ISSofBC database system. Maintains accurate and up to date ISSofBC files on government-assisted refugees (GARs) by performing a variety of activities including but not limited to: opening, preparing, updating, closing and organizing/filing client files (electronic and physical).
- Performs routine administrative tasks as per established procedures such as preparing copies of forms and other documents for CIC intake and SIN application appointment and preparing schedules for clients' appointment with agencies such as CIC and Service Canada.
- Facilitates opening of client bank accounts and direct deposit set up by performing a variety of activities such as: sending requested documents to the bank, scheduling client appointments, processing forms for the Direct Deposit of GARs Cheques. Follows up and communicates with the bank and CIC services for direct deposit as needed for troubleshooting.

**IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA**

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- Following established guidelines and procedures, communicates updated information from client files to CIC and other partners including but not limited to: copies of case management monitoring forms, Social Insurance Numbers, new address).
- Prepares data related information for RAP and related programs (such as, but not limited to, data for GAR quarterly bulletins and RAP quarterly reports) and for external partners, as per requested by RAP Management.
- Assists RAP team with basic tasks and troubleshooting related to RAP database, such as but not limited to, enrolling new users and updating version of Database system.
- Provides lunch time / break relief duties at Reception and partially replaces the other Service Assistants, during their absence.
- Performs other related duties as assigned.

**What You Bring:**

Grade 12 education. Certification or diploma in office administration from a training institution recognized by the employer supplemented by one (1) year experience in general office clerical work **OR** an equivalent combination of education, training and experienced recognized by the employer. **Fluency in Dari and Pashto are required.**

**What Makes You a Change Maker**

- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated ability to deal effectively and courteously with clientele, staff, and the public from differing cultural and linguistic backgrounds.
- Proven organizational and administrative skills.
- Ability to set and maintain boundaries with clients and manage self-care.
- Proficiency in all aspects of Microsoft Office 365 Suite.
- Possession of and the ability to maintain a clear criminal record check.
- Ability to carry out the duties of the position.

**ISSofBC Value Proposition**

- Role Salary Range: \$21.03 - \$27.49 per hour. \*Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- Starting Salary Range: \$21.03 - \$22.32 per hour. \*Dependent on education, training, experience, and internal equity.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- 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-26**" 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.

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