



**Refugee Claimant Settlement Worker, Settlement Orientation Services
(Posted: July 23, 2024, until August 6, 2024)**

Job ID #: 24070-Settlement
Position: **Refugee Claimant Settlement Worker –Spanish is required**
Settlement Orientation Services – Vancouver/Burnaby
Regular full-time position at 35 hours per week starting from August 01, 2024

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.
- 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 is required.

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

- Expected Starting Range: **\$24.62 - \$ 27.09** per hour. Dependent on education, training, experience, and internal equity.
- Extended health and dental benefits upon joining.
- Paid vacation and personal leave granted based on eligibility.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Employee and Family Assistance Program (EFAP)
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

Applications must include "**24070-Settlement**" in the subject line and can be sent to: 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.

Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. **Closing Date: August 6, 2024.**

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