



PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)

Job Title: *Settlement Worker (Punjabi/Hindi Clients)*
Hours of Work: 30 + hours per week (Permanent)
Reports To: Director of Language, Settlement and Social Programs
Location: PICS Head Office (Surrey, BC)

Job Summary: Under direction of Director of Language, Settlement & Social Programs, the Settlement Worker provides immigrant and refugee newcomers with information and referrals about Canada and BC society and systems, guidance and support, organizes, plans and implements workshops, group orientations and information sessions on Settlement related issues to new immigrants.

Key Duties and Responsibilities:

- adheres to policies and standards as established by PICS Policy and Procedure Manual, PICS Health and Safety Guidelines;
- adopts creative strategies and establishes appropriate community partnerships to reach and recruit client target group(s) and to provide orientation to clients;
- conducts and assesses client eligibility for the intake process;
- provides in-depth needs assessments, information and orientation, and referrals to newcomers through one-on one settlement services at various delivery sites;
- promotes, organizes and facilitates group settlement services such as workshops, information sessions and special events at various delivery sites;
- develops and manages client settlement plans, including task, referrals and appropriate follow-up;
- assists clients to access other services by providing language and cultural interpretation and other necessary support;
- establishes a positive rapport and working relationship with clients and engages them in activities that encourage them to connect to the broader community;
- establishes appropriate linkages to other service providers to facilitate referrals and to ensure a coordinated support system for client;
- records, maintains, and reports client data and information through relevant forms, iCare databases;
- completes all required and assigned reports;
- utilizes marketing resources to promote activities and disseminates information that is consistent to marketing and communications plans at PICS;
- contributes to strategic directions/goals of immigrant services and is proactive in identifying areas of improvement, sector trends, potential partnerships, etc;
- contributes to a positive work environment by maintaining a positive working relationship with other workers and volunteers; and
- performs other program-related duties as assigned from time to time.

Knowledge, Skills and Abilities:

- understanding of social service programming and resources, multiculturalism and immigrant/refugee issues;
- strong active listening, empathy and counselling skills;
- ability to organize and facilitate group information and orientation activities;
- ability to identify and access community services and resources;
- proven ability to work with individuals and communities suffering from discrimination, racism and culture shock;
- strong understanding of the Canadian legal system, laws, and public policy pertaining to service population(s);
- strong interpersonal, communication, and relationship building skills;
- proven ability to resolve matters with crisis intervention, conflict resolution, critical thinking and problem solving skills and techniques;
- strong level of computer proficiency (Microsoft Suite, Excel, database, internet/email);
- ability to work in a fast-paced, multicultural and diverse environment;
- ability to work independently, set priorities, manage multiple tasks and meet deadlines; and
- flexibility and willingness to work outside of regular work hours.

Other Requirements and Attributes:

- proficient verbal and written knowledge of English, Punjabi and Hindi is required;
- Bachelor's degree or a combination of relevant training, education and experience working in social services or related fields;
- experience working with newcomers and vulnerable populations;
- Class 5 driver's license and a reliable vehicle would be an asset; and
- Clean Criminal Record Check (Vulnerable Sector).

How to Apply: Please submit cover letter and resume, stating salary expectations, to career@pics.bc.ca
Please use job title as the email subject.

Successful applicants are required to be fully vaccinated against COVID-19, exemption requests must be supported by valid, legal documents.

(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)