



**PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)**

**Job Title:** Settlement Counselor (Punjabi Clients)  
**Hours of Work:** 21 hours per week  
**Employment:** Part - time  
**Reports To:** Director of Language, Settlement, and Social Programs  
**Location:** PICS Head Office (Surrey, BC)  
**Wage:** \$26 - \$28

**Job Summary:** Under the direction of the 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 tasks, 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 clients;
- records, maintains, and reports client data and information through relevant forms, and 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 counseling 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 and Punjabi is required (bona fide occupational requirement);
- 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;
- A 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 a cover letter and resume, stating salary expectations, to [career@pics.bc.ca](mailto:career@pics.bc.ca)  
Please use the job title as the email subject.

*(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.)*