



## Internal & External Settlement and Work Access Worker



**POSITION:** Settlement and Work Access Worker

**DEPARTMENT:** Family and Settlement Services

### POSITION FUNCTION:

Under the supervision of the Refugee Settlement and Integration Program Manager, the Settlement and Work Access Worker provides direct client services and program delivery support for refugee claimants. Through integrated services approach, the Settlement and Work Access Worker provides one-on-one detailed needs assessment and referrals, one-on-one information and orientation, group information and orientation, community connections, client outreach, service bridging, resource development, and delivery assistance to eligible clients. The Settlement and Work Access Worker also provides basic employment related information that includes: Applying for a work permit, applying for a social insurance number, providing basic information about the labour market, providing employment information to persons with no status prior to making refugee claims and during the refugee claim process.

### QUALIFICATIONS:

- A Bachelor's degree in Social Services, Humanities, or Counselling or High School completion and/or equivalent knowledge, skills and life experience.
- Some experience (1-2 yr.) in social service and group facilitation; and experienced in establishing professional boundaries with clients.
- Working knowledge of the refugee claimant experience, and empathetic listening and service linking techniques;
- Knowledge of the Canadian legal, political, cultural, labour, educational, and economic systems;
- Knowledge relating to a specific ethnocultural minority community and the community resources that are available for clients.
- Working knowledge of standard office equipment and software applications (word processing and databases).
- Ability to speak read and write in fluent English and in an additional language (Arabic/Kurdish and or Spanish); and basic computer skills.
- Knowledge in counselling skills, group facilitation skills, advocacy skills and organizational skills
- Knowledge in developing and delivering workshops
- Knowledge working with people of diverse backgrounds
- Ability to work independently and as part of a team

### OTHER REQUIREMENT:

- Current and satisfactory Criminal Record Check
- Access to and use of a vehicle which has business use insurance coverage

**HOURS:** 28 hours per week. This position will be based at our Surrey location and will require occasional travel throughout the Fraser Valley.



**STARTING PAY:** \$22.49 to \$23.86 per hour, depending on qualifications and experience.

A competitive benefits package is provided with contracts of at least 1 year in length which offer a minimum of 17.5 hours of work per week.

**TERM:** Permanent contract dependent on government funding.

**RESUMES TO:** ATTN: Refugee Settlement and Integration Program  
[ttang@mosaicbc.org](mailto:ttang@mosaicbc.org)

To be considered for this position, candidates must include a cover letter demonstrating relevant work experience.

Please reference "**Settlement and Work Access Worker**" in the subject line of your application and submit via email (PDF format).

**DEADLINE:** Ongoing until position filled

**NOTE:** Only those selected for an interview will be contacted. **No telephone calls please.**

**Posting Date:** July 31 2019

*MOSAIC is committed to promoting equal employment opportunities for all members of the community.*

