



Job Description

Position: **Outreach Support Worker**
Contract / Renewal Possibility: Hours Vary
Salary: \$21.00/hour
Effective Date: Aug 9, 2019
Application Submission Deadline: Aug 23, 2019

Job Purpose

The Outreach Support Worker (OSW) will report to the Program Coordinator and Program & Operations Manager. The focus of this position is to develop a relationship of trust with clients in order to bridge isolated newcomer women to programs that will help them develop a sense of social inclusion and belonging. The OSW will be responsible for raising awareness of Pacific Immigrant Resources Society (PIRS) services and programs, client recruitment, providing outreach activities, and monitoring and recording client progress.

The OSW must have knowledge of immigrant and refugee settlement services, be able to work with individuals with multi-barriers, have excellent interpersonal skills and be flexible to perform a variety of duties.

Duties and Responsibilities

1. Recruitment:

- Promote PIRS programs to community organizations, settlement services and individuals in the community
- Conduct all activities related to client recruitment such as presentations, marketing and intake
- Welcome and register new participants and their children
- Represent PIRS at community events as required
- Maintain and submit enrolment fees / registration statistics (all participants and volunteers) monthly

2. Outreach:

- Provide integration and support services to immigrants and refugees in keeping with PIRS' mandate
- Provide one-on-one support to individuals in PIRS programs
- Provide cultural interpretation and language support as required
- Provide first language support to participants and follow up with clients where necessary



- Encourage and support participants' access to other resources and services through information, referral and bridging services as required
- Help facilitate communication between participants, teachers and ECE (Early Childhood Educators)
- Liaise with program staff and provide support where appropriate in order to ensure a high quality program (e.g. guest speakers, field trips, etc.)
- Liaise with partner agency staff and advise the Program Coordinator promptly of any difficulty

3. Reporting:

- Collect and maintain accurate client information as required by funder
- Monitor clients progress and contribute to reporting statistical data
- Conduct surveys at the beginning and end of the programs
- Maintain accurate documentation of all client communication and activities in electronic files
- Support program staff to track and submit attendance
- Participate in PIRS staff meetings as required including monthly OSW team and all staff meetings

Qualifications

- Relevant post-secondary education or equivalent experience
- Experience working with immigrant and refugees women and families of various backgrounds and ages (lived experience of the settlement process is preferred)
- Knowledge of community, settlement and mental health resources and services
- Excellent communication skills, both verbal and written, with fluency in English (and a second language is preferred)
- Up-to-date computer skills, including Microsoft Office, internet, and e-mail
- Willingness to work flexible hours
- Strong team building, cross-cultural, and interpersonal skills, with a professional presence and an ability to interact with a diverse audience
- Passion for inclusivity and diversity, and interest in being part of a multicultural team
- Attitudes and values compatible with the goals and philosophy of PIRS
- Preferably, have a valid driver's license and access to a vehicle to travel between programs

Working Conditions

- This is a part-time position, with varying program hours and program locations
- Program delivery activities may require a moderate level of physical fitness to carry out duties of the position



Application Details

This position requires a criminal background check.

Please send resume and cover letter outlining relevant experience to:

Pacific Immigrant Resources Society

1874 Kingsway, Vancouver, BC V5N 2S7

Email to: ncabrera@pirs.bc.ca

DEADLINE FOR APPLICATIONS: Aug 23, 2019

We thank everyone for their interest. Only those shortlisted will be contacted.

With respect, diversity, and collaboration at the core of PIRS, we are an organization that knows the value of talented people. A career with us is an opportunity to be part of a team that is focused on supporting and creating inclusive environments and developing skills in those we serve. You can expect a competitive salary, flexibility and challenging work. We recognize the importance of a diverse workforce and encourage applications from First Nations peoples, women, LGBTQ-identified people, people of colour, and people with disabilities.

