

Position: Multi-Cultural Community Liaison Worker (Francophone)

Project: BC SAF HAVEN Newcomer Settlement Program.

Hours of Work: Part-time 10 hours per week @ \$27.00

Reports to: Executive Director

Start date: **ASAP.** This is a fixed term contract to **31st March 2025.** Any extension would be **subject to continued funding or availability of re-assignment opportunities** to other roles.

Location: Umoja Operation Compassion Society: #208 14888 – 104 Avenue, Surrey

WHAT IS SAFE HAVEN?

BC **SAFE HAVEN** is a provincial government program which seeks to provide targeted settlement services to **refugee claimants, asylum seekers, CUAET (Ukrainian) visa holders** and other **humanitarian pathway** persons coming to British Columbia.

Refugee Claimant: A person who has made a claim for protection as a refugee and has been granted legal temporary residence pending a favourable NOD (Notice of Decision).

Asylum Seeker: A person who intends to formerly file a request for refugee status but has not done so.

Services provided through SAF HAVN:

Offers free, multilingual, wraparound services as follows:

Services to Refugee Claimants

- Settlement and immigration information, orientation and referrals
- Claims submission support and assistance completing non-immigration forms
- English-language assessment and formal language training
- Housing search and support
- Short-term non-clinical counselling
- Psycho-social trauma counselling
- Customized employment counselling, job skills support, labour market and workplace rights and responsibilities information, and short-term training (e.g., FoodSafe, First Aid, etc.)
- Legal navigation and more
- 2SLGBTQI+ support

Services to Asylum seekers

- Settlement and immigration information, orientation and referrals
- Claims submission process support and assistance completing non-immigration forms
- Community connections and informal language practice
- Short-term non-clinical counselling

Services to CUAET (Ukrainian) visa holders and other humanitarian newcomers

- Can access psycho-social trauma counselling.

Services may be delivered in Surrey and Delta in various languages, including Punjabi, Spanish, Dari, Pashto, Arabic and Tigrinya. Languages and eligibility for each service area may differ.

JOB DESCRIPTION:

The Multi-Cultural Community Liaison Worker with the BC SAF-HAVN program plays a crucial role in supporting the settlement and integration of Francophone and other newcomer immigrant, refugee, and humanitarian migrant persons. This position focuses on fostering community connections, increasing access to essential services, and advocating for culturally responsive care.

Through activities such as home visits, needs assessments, session facilitation, and outreach, the Liaison Worker helps families navigate parenting and early childhood programs, access the labour market, and build connections within their new communities. Additionally, the role involves providing tailored information, facilitating workshops, organizing events, and acting as a cultural broker to bridge gaps between families and service providers.

RESPONSIBILITIES:

1. Client Needs Assessment and Support

- Identify and address the wraparound settlement needs of newcomer clients, with particular focus on French- and Tigrinya-speaking communities.
- Conduct needs assessments and develop individualized service plans for clients, incorporating elements such as employment, housing, food security, education, medical services, recreation, and counseling.
- Facilitate seamless client CRM registration to support service delivery, monitoring, and reporting.
- Provide targeted employment support, including job search assistance, resume building, skill development, and connections to potential employers.

2. Cultural Brokerage and Community Navigation

- Offer cultural brokerage services and cross-refer clients to mainstream resources as needed, aligning with SAF HAVN goals.
- Facilitate community connection activities, helping refugee claimants and other newcomers navigate local services, social supports, and integration resources.
- Assist clients in accessing government services, community programs, employment networks, and other relevant supports.

3. Capacity Building and Education

- Conduct group information sessions and workshops on employment, community connections, and other settlement-related topics.
- Support collaborative design and implementation of parental support, mentoring workshops, and supplementary activities to promote successful client integration.
- Stay informed of local programs, resources, and trends to effectively support clients and provide accurate information.

4. Stakeholder Engagement and Partnership Development

- Represent the organization at key stakeholder meetings, community engagements, program planning sessions, and policy discussions.
- Build and maintain partnerships with service providers (e.g., schools, recreation centers, libraries) to strengthen resource linkages for clients.

5. Service Delivery and Program Compliance

- Maintain a thorough understanding of community and organizational resources to support newcomer families in accessing mainstream services.
- Adhere to partnership MOUs and best practices for program delivery and compliance.
- Conduct supported home integration visits and consult with clients to ensure welfare monitoring, maintaining privacy and ethical standards.

6. Continual Improvement and Other Duties

- Proactively contribute to ongoing service improvements, ensuring the program evolves to meet client needs effectively.
- Perform additional tasks as required, demonstrating initiative and a commitment to organizational goals

QUALIFICATIONS:

Education, Training and Experience

- Degree or certificate in a related discipline and/or equivalent combination of experience and training
- A minimum of 2 years of experience in outreach and/or community services
- Experience in employment services, and particularly specific experience in working with vulnerable minority communities.
- Hands on experience in dealing with program reporting (narrative and data)

Skillset

- **Educational Background:** Diploma or certificate in a relevant field (e.g., Human Services) or equivalent experience are an asset.
- **Experience:** Previous experience in social services, supportive care, personal care, or related duties is an advantage.
- **Cultural Sensitivity:** Exceptional cross-cultural awareness and sensibility.



- **Communication Skills:** Outstanding verbal and written communication skills in English and French (required). Proficiency in Swahili, Kinyarwanda, Lingala, Banyamulenge, or core Cameroonian dialects is an added advantage.
- **Independent and Collaborative Work:** Ability to work independently while being an excellent team player.
- **Attention to Detail:** Strong focus on accuracy and detail-oriented work.
- **Partnership and Collaboration:** Ability to build and foster partnerships with local organizations and schools.
- **Organizational Skills:** Strong organizational and time management abilities.
- **Interpersonal Effectiveness:** Competence in engaging and working cooperatively with individuals from diverse ethnic and educational backgrounds.
- **Sector Knowledge:** Understanding of newcomer support services and the local labor market, including opportunities, challenges, and available resources.
- **Networking and Stakeholder Relations:** Proficiency in networking and relationship-building with stakeholders.
- **Leadership:** Demonstrated leadership skills with the ability to inspire and guide others.
- **Social Media Proficiency (Desirable):** Experience with social media platforms and strategies is an asset.

Additional Information

- **Technical Skills:** Proficiency in Microsoft Office Suite, databases, CRM systems, Social Media, and Internet applications. Intermediate to advanced computer skills.
- Clean Criminal Record Check (Vulnerable Sector).
- Standard First Aid/CPR an asset
- Class 5 Driver's License
- Childminding skills are an asset
- **Certifications (Desirable):** Current certifications in first aid, food safety, and car seat/seatbelt safety are considered assets.

How to Apply:

To Apply: [Send resume with cover letter and any testimonials to:
recruiter@umojaoperation.ca](mailto:recruiter@umojaoperation.ca)