



Multicultural & Immigrant Services Association of North Vancouver Island (MISA)

The Immigrant Welcome Centre is currently accepting applications for a full-time Outreach Worker in the North Island. This position supports Port Hardy, Port McNeill and surrounding communities.

Who we are...

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award-winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage clients and keep them engaged through your work with them.
- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

The position...

JOB TITLE: Outreach Worker



WORK LOCATION: Port Hardy & Port McNeill

REPORTS TO: Regional Settlement Manager

WORKING HOURS: Full-time, 35 hours/week

COMPENSATION:

Based on MISA Wage Grid, Level 5, Wage Range \$21.59 - \$25.35
Competitive Benefits Package

POSITION SUMMARY

The main function of the Outreach Worker (OW) is to assist MISA with the recruitment and intake of clients in the North Island. This position will support Settlement, Language Instruction for Newcomers to Canada program (LINC) and Employment program. The OW works in conjunction and collaborates with the identified Settlement staff. This position provides outreach services in the North Island assisting immigrants and newcomers with referrals to Settlement Services. The OW ensures reporting is up to date using databases and is efficient in technology reporting systems. In addition, the OW will support the Welcoming Communities Coalition (WCC) through strategic outreach and networking when and where it is possible to do so.

CORE COMPETENCIES

- Personal Credibility, Holding Oneself Accountable
- Self Directed
- Planning, Prioritizing, Organizing and Coordinating
- Supporting vulnerable clients
- Team work and building
- Leadership

KEY DUTIES AND RESPONSIBILITIES

Intake

- Identify and connect with immigrants and newcomers in the North Island regarding MISA services.
- Intake and determine eligibility.

Assisted Access to Services

- Provides support services for eligible Clients when it is determined that the Client is not able to be successful independently.



- Supports Clients via Settlement staff to accommodate client needs.
- Provide a Client centered process engaging the Client to help resolve identified issues/factors that impact them.
- Ensures consistent support and continuity of service.
- Provides ongoing information sharing with Settlement, LINC and Employment staff and support staff through meetings and written communications.
- Identifies and reports any trends that may impact client services.
- Ensures Freedom of Information and Protection of Privacy Act (FOIPA) guidelines are adhered to.
- Assists to establish and maintain all applicable MISA policies and procedures.
- Work well and trouble shoot with Settlement, LINC and Employment staff and provide admin support as needed.

Program Management Support

- Liaise with Settlement, LINC and Employment staff to ensure program delivery meets funder requirements.
- Provide informed leadership for the present and future success of outreach services in the North Island.
- Use both the Program Planning Model and Work Plan tools as part of our business processes.

Outreach and Networking

- Promote the Association's programs and services with clients and the community
- Develop, maintain and share community and employer contacts.

Record Keeping & Service Support

- Maintain confidential records of contacts with clients. Enter client information into relevant database(s)OCMS.
- Attend staff meetings and organizational planning and development sessions as requested.
- Participate in MISA's professional development program.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development.



This position will include collaborating with other staff on their projects when required.

QUALIFICATIONS:

Required

- Post secondary training in administration, community development or a related field, or equivalent combination of education and experience.
- The worker must have a valid BC driver's license and reliable transportation.
- The worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA. In addition, they will follow MISA processes and use MISA tools and where possible provide constructive feedback on the enhancement of these.

PREFERRED SKILLS, KNOWLEDGE, EXPERIENCE AND ATTRIBUTES:

- Demonstrated computer proficiency and working knowledge of MS Office programs.
- Experience using virtual meeting platforms e.g. Zoom and social media.
- Fluency in English – (fluency in other languages a valuable asset).
- Familiar with community services and in-depth knowledge of the community and a connection with employers.
- Experience in report writing, excellent communication (written and verbal).
- Experience working with highly confidential and sensitive information.
- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Excellent problem-solving, communication and interpersonal skills that would reflect a self-directed, helping professional.
- Demonstrated teamwork skills.
- Proactive with demonstrated flexibility and ability to embrace change.
- Proficient in computer functions such as database reporting, word processing, Internet and e-mail.
- Knowledge of ethical practices in working with vulnerable peoples.
- A positive commitment to MISA clients, MISA mission and the organization.
- Ability to foster positive relationships with clients, co-workers, employers and community partners.



- Working knowledge of current FOIPA Act.
- Ability to work one to one with staff or in a group setting to establish collaborative working relationships.
- Provide service to clients and staff in a respectful, sensitive and confidential manner.
- Well developed planning, organizing, controlling and administrative skills.
- Effective organizational and time management skills.
- Knowledge and experience maintaining confidentiality, appropriate boundaries with other staff and clients in a professionally assertive manner.

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.

How to apply...

Applications must include a **cover letter** and **resume** detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team. Incomplete applications will not be accepted.

Please submit applications to deborah.hall@immigrantwelcome.ca. This position will remain open until a suitable candidate is found.

Thank you for your interest in joining our team. Please note we do not accept phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!