

ISLAMIC FAMILY  
& SOCIAL SERVICES  
ASSOCIATION

# Refugee Outreach Worker

Position: Outreach Worker – Refugees

Hours: Full-time

Compensation: \$40,000/year

Applications Close: November 21, 2016

Start Date: Immediately

## IFSSA's Mandate

Established in 1992, Islamic Family and Social Services Association (IFSSA) is the first and only social service agency in Edmonton that is dedicated to providing a holistic approach to community well being that is deeply rooted in the Islamic tradition. IFSSA runs programs that address food security, domestic violence, emergency financial relief, preventative youth programming (The Green Room) and more.

### Current Refugee and Outreach Efforts

IFSSA has been playing a leading role in welcoming Syrian refugees to Edmonton. Over the last year it has helped bring in over 250 refugees through private sponsorship (in conjunction with Catholic Social Services and the Mennonite Central Committee). IFSSA is currently seeking an experienced professional to assist these families in a frontline outreach role.

As an Outreach Worker, you will be responsible for providing services to clients in a culturally sensitive and informed manner. Families, community members, Imams and other service providers will come to you for consultation on a wide variety of issues, including but not limited to socio-economic barriers, integration, family violence, and physical and mental health concerns.

Your role is to help clients in challenging situations; this entails working within the clients' cultural framework to guide them to appropriate supports and help them navigate the system.

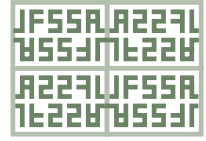
IFSSA is working on or expecting to work on the following outreach activities...

- Conducting an intake assessment to determine client circumstances and needs
- Facilitating access to community and governmental supports
- Conducting community education sessions
- Working with other service providers to provide cultural competency
- Providing access to our halal food bank
- Providing access to short-term emergency financial relief
- Long-term integration support for refugees

CREATED TO SERVE.

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Charitable Registration #87383 5193 RR0001



### IFSSA's Approach

IFSSA has strong relationships with government, settlement agencies and community. IFSSA does not want to duplicate existing services, but does see a need to add capacity to the sector, collaborate and help mobilize.

## Desired Candidate

The Outreach Worker will be working with refugees from various cultural backgrounds; most, but not all, will be Syrian, and will identify as Muslim. The ideal candidate for the role would possess the following qualifications along with these core technical and behavioral competencies:

### Qualifications and Skills

- Degree or Diploma in Social Work or Human Services
- Experience in direct client contact in a volunteer or work setting with a social service agency is required
- Must maintain the legal right to work in Canada
- Flexibility to work day and evening hours will be required
- Fluency in Arabic is required; strong written and oral communication in both Arabic and English is required
- Experience working with diverse cultures, and knowledge of Muslim beliefs and practices, is required
- A valid Driver's License and reliable access to a vehicle is required

## Technical Competencies

### Process Driven

- Follow social work best practices in dealing with clients
- Abide by established policies and procedures, and suggest improvements or efficiencies when necessary
- Keep up-to-date records and commit to consistent follow-ups
- Ability to work independently and report frequently on activities

### Facilitation

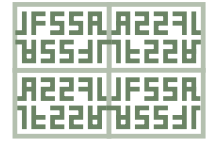
- Facilitate group discussions with youth and adults as required
- Providing necessary education and information to groups of clients, working with the Refugee Program Manager

### Collaboration

- Build and enhance working relationships with government, community stakeholders, and other service providers and agencies
- Commitment to ongoing learning about research and best practices in social work, mental health, spiritually relevant assistance, etc.

## Behavioural Competencies

1. **Confidence in Knowledge Base:** Ability to conduct appropriate referrals, and demonstrate an ability to articulate one's own faith tradition.



2. **Compassionate:** Focuses on listening and expressing a non-judgmental and welcoming presence to others, acting in ways that demonstrate a caring nature, yet, not fleeing from confrontation when appropriate, required, or the best course of action for another person's overall well-being.

3. **Global Citizen:** Shows openness and respect for other cultures, works effectively with individuals of diverse cultures, styles and abilities, makes optimum use of their insights and ideas towards the fulfillment of goals.

4. **Commitment to Developing Others:** Recognizes the inherent potential of others, coaches and goes above and beyond to assist others in developing competency in personal and professional skills and tasks, gives feedback, recognizes and adapts to how others are motivated through achieving results (by leading), personal development (through coaching), and team experience (by providing a positive team experience).

5. **Self-Managing/Time-Management:** Uses and plans their time effectively by prioritizing work, scheduling, following through on a plan of action and maintaining a schedule of self-care to prevent stress. Overall, this person demonstrates an honest awareness of one's own well being, strengths and weaknesses, manifests the intentional exploration of one's own feelings, attitudes, values, and assumptions, and commits to lifelong learning and training.

6. **Manages for Results:** Demonstrates awareness of one's own role and the role of other staff and volunteers and pushes for clarity as required, demonstrates competence in project planning, tracking, and reporting, and considers the consequences of one's own actions and decisions in light of the organization's success and survival, demonstrates accountability for use of organizational resources.

7. **Entrepreneurial Outlook:** Devises and implements new ideas, organizes and manages resources and opportunities, engages and influences others, networks to create links with the wider community as appropriate, takes risks and finds innovative solutions to increase performance.

8. **Effective Communicator:** Presents formally and informally in a clear, prepared, and organized manner using up to date platforms and tools as appropriate.

## Work Environment

IFSSA provides a flexible, results oriented, work environment, with offices in south east and downtown Edmonton. This position will be reporting to the Chair of Refugee Support.

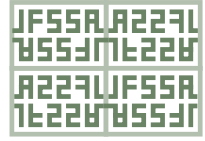
A typical week may look like...

### 85% Community Outreach

- Client assessments: intake, identification of strengths and barriers, goal setting and signs of achievement
- Client support; office, community and home visits with clients, client education on integration and health
- Attending community appointments
- Referrals and support in accessing various community services (Alberta Works, victim services, housing, Legal Aid, shelters and mental health support)
- Transporting clients as needed to and from appointments

### 10% Administration and Records Management

- Accurate, up-to-date case notes and relevant data collection



- Reporting on activities and expenses

#### 5% Other Activities

- Facilitating groups as required
- Social advocacy
- Involvement in agency activities, such as conferences or fairs
- Participation in agency staff meetings and meetings with partners

## To Apply

Send a current résumé & a proposal (maximum 2 pages) detailing how IFSSA can best assist refugees in an outreach capacity.

Direct questions and completed applications to [careers@ifssa.ca](mailto:careers@ifssa.ca) with the position title in the subject line. Deadline is November 21, 2016.

A current Criminal Record Check along with a Child Welfare Clearance will be required. We thank all those who apply. Please note, only those who meet the criteria will be contacted