

**LANGLEY COMMUNITY SERVICES - JOB POSTING SES 2026-004****Internal / External**

❖ <b>Job Title:</b>	SES-Family Support Worker
❖ <b>Department:</b>	Settlement and Employment Services
❖ <b>Reports to:</b>	Manager/ Director of SES
❖ <b>Classification/Benchmark:</b>	Family Support Worker
❖ <b>Grid Level:</b>	Grid Level 12 (\$30.95–\$35.52 per hour, depending on qualifications and experience)
❖ <b>Hours:</b>	Temporary Full-Time (Parental Leave Replacement) – July 20, 2026, to June 30, 2027, or until return of incumbent. Full-time 35 hours per week

**Section 2****Job Summary**

This position plays an integral role with families (especially those facing multiple barriers to integration) by gathering information and assessing refugee and high needs newcomer families' needs. Develops support and connects clients to relevant programs. Provides referrals, support, guidance and problem-solving to clients to address issues related to family functioning. Provides initial parenting skill-building, emotional support, and connection to broaden support network, including settlement and immigration services.

**Key Duties and Responsibilities**

- Assesses information gathered to identify client needs, strengths, and risks, and develops and implements support/intervention plans within program guidelines.
- Connects with families to provide support and broaden their network of resources.
- Provides support, guidance and problem-solving to clients to address issues in an individual or group setting using techniques such as active listening, conflict resolution, and basic educational group methods to resolve the identified problems, needs and risks.
- Provides emotional support, encouragement, and feedback to clients in addressing settlement, parenting, and family functioning challenges.
- Participates in the development, modification, and evaluation of client service plans and integrated case management activities. Participates in integrated case conferencing meetings on a regular basis to report clients' activities and progress.

- Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers (i.e. Food Bank and New Canadian Clinic), resources and professionals as required.
- Provides bi-cultural parenting skill-building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behavior management.
- Provides information on Canadian contextual parenting and related systems (i.e. schools, health care, etc.).
- Plans and conducts culturally sensitive individual and/or group educational sessions on topics related to parenting in a Canadian context as needed.
- Liaises with community service providers, schools, health-care professionals, and other stakeholders to support client goals and promote understanding of bi-cultural issues. Accompanies clients to meetings and appointments as required.
- Completes client evaluations and maintains related records and statistics and provides reports to the supervisor.
- Performs other related duties as required.

### **Reporting relationships**

The Settlement and integration services Family Support Worker reports to the Program Manager/Director.

### **Section 3**

#### **Required education, experience, training.**

- Bachelor's degree in a related human/social service field.
- One (1) year recent related experience. Or an equivalent combination of education, training, and experience.

#### **Required competencies: skills, abilities, training.**

- Ability to work within a multi-cultural and diverse work environment.
- Multicultural sensitivity and experience in cross-cultural development
- Familiar with outcome-based and case management program evaluation strategies.
- Excellent organizational and time management skills.
- Understanding settlement and integration issues as they relate to client integration.
- Excellent oral and written English language skills and group facilitation.

- Preference in fluency speaking, reading and writing in Arabic or Dari and Pashto.
- Ability to work effectively with various language interpreters.
- Able to work independently and as part of a team to provide quality services to program participants.
- This position may require working outside office hours.
- Proficiency in MS Word, Excel, Email, and Internet use

**Additional Information:**

- This is a union position.
- This position may require working outside office hours.
- Criminal Record Check required.
- Access to a reliable vehicle and a valid BC Driver's Licence may be required.

**TO APPLY:**

Please reply with Cover Letter and Resume by **June 30, 2026, quoting Posting Number SES 2026-004** to:

**Langley Community Services Society**  
**5339 – 207 St, Langley, BC V3A 2E6**  
**Attention: Miggy Ferrera, Program Manager**  
**Email: mferrera@lcss.ca**

***Please note that only persons selected for an interview will be contacted.***