

Formerly Abbotsford Community Services

JOB POSTING #2025-160-05

INTERNAL/EXTERNAL

Resettlement Assistance Program (RAP)

Resettlement Worker

Wage: \$25.00 to \$27.00 per hour

Full Time: 35 hours per week, Monday to Friday

Temporary to March 31, 2026 (possibility of extension)

Provides Support to Refugees Settling into Canada

Join the team at Archway

Come Help Us Help People

Location: Abbotsford

On Site

Job Summary:

The Resettlement Worker reports directly to the Manager, Resettlement Assistance Program (RAP) Services and provides resettlement assistance services (RAP) to Government-Assisted Refugee (GAR) clients under the Resettlement Assistance Program (RAP), in their first language, as prescribed by Immigrant Refugees Citizenship Canada (IRCC). The Resettlement Worker is also responsible for delivering Resettlement Assistance Program (RAP) orientation sessions, arranges for language training, and other assistance to facilitate the clients' transition from Resettlement Assistance Program (RAP) to Settlement Services, following established policies and procedures.

Your Role:

Archway's Resettlement Worker with the Resettlement Assistance Program (RAP) contributes by:

- Delivering services to Government Assisted Refugees (GAR) in their first language, including but not limited to assessing clients' needs, conducting intake and orientations, and assists in completing applications for mandatory and other relevant programs and benefits such as social insurance numbers, child tax benefits, etc.
- Facilitating the delivery of other Resettlement Assistance Program (RAP) services such as temporary accommodations, opening of bank accounts, assisting with medical related services, translating Resettlement Assistance Program (RAP) documents, and accompanying clients to appointments, as needed.
- Acting as a cultural broker and facilitating communication between clients and other staff and/or partners, and ensuring clients are aware of their appointment schedules.
- Preparing and maintaining up to date files and statistical information about the Resettlement Assistance.
- Communicating with Immigrant Refugees Citizenship Canada (IRCC) officers, other government agencies, staff, and partners to resolve clients' issues and ensure clients' are given timely access to programs, benefits and personal documents.
- Ensuring that clients are oriented to their rights and responsibilities within Canadian culture and norms; basic public services; and community resources (i.e. legal, educational, medical care and social service systems).
- Organizing and facilitating group orientation sessions on community resources and community related events for clients.

This position is a great fit for someone who is knowledgeable of the barriers which refugees face, keeps abreast of current developments affecting refugee settlement.

Our Offer

- Wage: \$25.00 to \$27.00 per hour.
- A full-time position at 35 hours per week, availability Mondays to Fridays, from 8:30 AM to 5:00 PM, with some evening and weekend work required.
- Temporary until March 31, 2026 (with possibility of extension).
- Benefits include:
 - Three weeks' pro-rated vacation.
 - Three pro-rated wellness days per year.
 - Pro-rated sick leave days per year.
 - Opportunity to exchange a statutory holiday for a cultural day celebration.
 - A great benefits plan including extended health and dental; you choose your plan.
 - Employee and Family Assistance Program.
 - Access to online wellness resources including newsletters, physical health videos and wellness events.
 - Free use of Archway's wellness equipment.
 - Great in-house training opportunities.
 - Business insurance and associated mileage costs for program-related driving is covered by Archway.
 - Rewarding work in a positive and supportive environment.
 - Work/Life balance.

Getting an Interview – you will be considered if you have:

- Post-secondary degree in Human/Social Services OR an equivalent combination of education and experience.
- Experience in working through resettlement needs and issues experienced by multi-barrier immigrants and refugees.
- Experience in facilitating groups.
- Related experience in a client-oriented position preferably targeting refugees.
- Strong knowledge of community-based programs and related systems that support newcomers to Canada.
- Language abilities with Arabic and Swahili are an asset.

The Job Requires you to have:

- Well-developed written, verbal, and active listening skills; able to communicate effectively and respectfully with people with a variety of abilities.
- Ability to work efficiently under pressure and time constraints to effectively deal with high need clients and urgent situations.
- Understanding and sensitivity to issues affecting immigrant and refugee communities.
- Demonstrated crisis intervention skills.
- Knowledge of current legislation, services, information and issues affecting refugee newcomers supplemented by a broad knowledge of community resources.

- Strong computer competency, able to use Microsoft Office365, specifically PowerPoint, Word, Outlook, and various virtual meeting platforms including Microsoft Teams as well as demonstrated experience with databases.
- Ability to work occasionally on evenings and weekends.
- Ability to conduct in-person meetings with partners and stakeholders in the Fraser Valley, which will require extensive driving.
- Ability to interact with people who have encountered traumatic experiences.
- Ability to adhere to health and safety protocols.
- A valid First Aid certificate is a condition of employment.
- A valid Class 5 BC Driver's License and satisfactory driving record is a condition of employment.
- A satisfactory Criminal Records Check is a condition of employment.

Closing date is date September 25, 2025.

TO APPLY

Interested applicants are to reference **Posting #2025-160-05 in the subject line.**

Please submit your cover letter and resume ONLINE only

Email: jobpostings@archway.ca

Subject: Job Posting #2025-160-05

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway's goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.

We acknowledge that we gather on the traditional and unceded territory of the Stó:lō people. Stó:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We invest in the mental health and wellbeing of our employees.

We're proud to share that Archway was recently recognized for having a 5-Star Safety Culture! Every year, Canadian Occupational Safety (COS) recognizes organizations across Canada that exemplify excellence in fostering robust workplace safety cultures. Winners demonstrate a commitment to proactive risk management, comprehensive training, and employee engagement.

This award reflects our ongoing commitment to creating a workplace environment where employees feel safe, seen, and supported.

If you're interested in working for an organization where safety is a priority, come work with us at Archway.