

# POSTING

## SERVICE DESIGNER

Permanent Part Time (18 hours per week)

### Social Innovations Hub Project

---

In coordination with the Impact Producer of Immigrant Services, this position seeks to model what great human-centered design looks and feels like. In partnership with InWithForward, this position will be part of a team that establishes an R&D infrastructure within Options that sustains experimental culture and practice.

Tired of your ideas sitting on paper, rather than creating change for people? Want to contribute to making and testing a whole new category of support for newcomers to Canada? Join our team as a Social Designer and help us to bring early concepts to life through paper and experience prototyping. We've spent five months doing ethnographic research alongside newcomers in homes, bakeries, grocery stores, and even on buses. We've identified a core pain point: emotional ambivalence. That is, newcomers feeling both relieved and disappointed; elated and fearful, frustrated and hopeful. Now we have heaps of ideas for new services, products, platforms, campaigns, and roles to attend to the emotional weight of newcomers' journeys. But ideas only matter if they can spark change. That's where you come in. As one of our social designers, you'll be responsible for quickly making touchpoints to test, and putting these touchpoints together as part of new end-to-end journeys. You'll join an ambitious and fast-moving team who see our work as a calling, not just another job. Get ready to create, contribute and learn.

**Location:** Social Innovation Centre (203B - 10190 152A Street, Surrey)

#### KEY DUTIES AND RESPONSIBILITIES

- Making and iterating new service concepts with and for newcomers to Canada to test desirability, feasibility and impact.
- Engaging in ideation, visualization, prototyping and blueprinting.
- Applying a user-centered design process that recognizes the needs of multiple user groups.
- Designing and delivering user journeys and mock-ups for a wide variety of face-to-face interactions.
- Finding, printing, assembling and setting-up materials for testing sessions.
- Gathering & synthesizing data to inform design decisions, including the use of ethnographic observation, 1:1 interviews, and co-design sessions.
- Documenting and storytelling the process using photos & media.
- Codifying new products & services to enable replication & spread.
- Actively collaborating with the Grounded Space Options team, consisting of two to three others (researchers, testers, etc.)
- Participating in Grounded Space 2.0, InWithForward's Research and Development space.

---

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 04/05/2019

OCS Posting #:A21322

- Pitching in to build a Grounded Space Options profile via social media and at conferences and events.
- Assisting us to capture learning in blogs, podcasts, reports, or other media.
- Reporting to the Impact Producer of Options and taking direction from InWithForward lead designers.
- Adheres to the policies and standards of Options Community Services Society (OCS), as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Ensures that accurate project and client records are maintained, that confidentiality is a priority, and that all pertinent requirements and documentation is complete.
- Performs other related duties as required.

## QUALIFICATIONS

### Education, Training, and Experience:

- Post-secondary degree in design (industrial, graphic, or UX, etc.)
- Portfolio which demonstrates knowledge of service design
- Minimum of 2 years of experience in different types of workplaces
- Willing to be based in Surrey, B.C.
- Proficiency with current design tools such as Adobe InDesign, etc.
- Ability to make web-based mock-ups

### Job Skills and Abilities:

- You have a track record co-designing and prototyping new products and services and can toggle between the micro-level (interactions) and the macro-level (systems). That means you're able to design touchpoints for both the front and back-end.
- You are a strong and quick visualizer who can make abstract concepts real by sketching, drawing, storyboarding, service evidencing, journey mapping, and blueprinting. You never let perfection be the enemy of the good, and instead are adept at getting to 'good enough' in order to gain user feedback.
- You know how to do user-centered design research and are comfortable interacting with users from various backgrounds including, seniors, people with disabilities, who may not speak English, and whose schedules are not 9-to-5.
- You're a maker at heart. You love to get physical, creating everything from new spaces to objects, but can also go digital. At the same time, you definitely don't just make things just look pretty, you engage with the content, bringing form and function together.
- You're curious and humble, but you're also not afraid to step in, assert your point of view, and clearly communicate with others.
- You're a motivated, self-starter who likes working at a fast-pace, and can break down big ideas into smaller bits. You take initiative and give things your all.
- You can organize, plan and think strategically to keep projects ticking along and gaining momentum,
- You are a people person. You get through challenges by building up and contributing to the team.
- You have some previous experience collaborating across disciplines – for example, with social scientists, community members, designers, developers, etc. You're super open to learning more and incorporating new social science tools and practices into your repertoire.
- You have a strong work ethic and are passionate about making things that matter in this world.

---

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 04/05/2019

OCS Posting #:A21322

- You have the ability to identify sensitive issues and maintain confidentiality
- You have no relevant criminal history, verified good character and sufficient reference history to verify this requirement
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Valid Driver's License and reliable vehicle an asset
- Crisis Line experience an asset

\* An eligibility list will be maintained for up to 6 months.

### **How to Apply:**

Send your application to **Alysha Baratta**, Impact Producer, at [alysha@inwithforward.com](mailto:alysha@inwithforward.com) with the subject line 'Designer - Hiring Committee' and include a cover letter clearly indicating the posting number [**#A21322**], outlining your qualifications and related experience for the position. As well, please note the following as part of your application:

1. Show us your portfolio - highlight what you're most proud of, and what your role on the team was.
2. Make us something that shares why you think we're a good match. Why is this role right for you, and why now?
3. If you can, give us a sample of your writing, e.g. blog, essay, article, brief, report, etc.

It's super helpful if you can combine your files and send clear links!

**Resumes will be reviewed starting [April 12, 2019] but the posting will remain open until filled and will close without notice.**

**No phone calls please.**

---

**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 04/05/2019

OCS Posting #:A21322