

VOLUNTEER POSITION DESCRIPTION

Position Title: Newcomer Services Volunteer	Locations: 3038 Hurontario Street, Mississauga 60 Gillingham Dr., Suite 500, Brampton
<p><u>Responsibilities and Duties:</u> <i>(but not limited to)</i></p> <ul style="list-style-type: none"> ▪ Under the direction and guidance of the Settlement Counsellor assist in: <ul style="list-style-type: none"> ▪ Assessing the needs of newcomer clients and refer them to appropriate services. ▪ Guiding newcomers with the immigration process and other settlement areas, such as health care, housing, education, legal and social services. ▪ Researching appropriate referrals and access to services for newcomers within the community. ▪ Organizing, planning and implementing group sessions/workshops designed to address common issues faced by newcomers. ▪ Translating documents and providing interpretation services. ▪ Completing government documents and other forms. ▪ Complete learning contract in conjunction with the placement supervisor. ▪ Provide relief reception duties - answering telephones, welcoming clients, taking accurate messages etc. ▪ Provide general customer service over the phone and in person. ▪ Assist the Project Assistant and Settlement/Employment Counsellors with clerical duties. ▪ Organize and update the LINC resource library. ▪ Assist LINC Teachers with organizing and updating classroom resources. ▪ Interact with the program participants in a professional and polite manner. ▪ Become familiar with the agency's programs, services, practices and staff. ▪ Complete all tasks and responsibilities within assigned timelines. ▪ Notify the supervisor of absences and/or lateness; Volunteer Services Coordinator must be advised of extended absences. ▪ Adhere to the vision, mission and guiding values of the organization and the Newcomer Services Program. ▪ Maintain confidentiality of clients, staff and peers. ▪ Represent Indus in a professional manner at all times. ▪ Arrive on time and be committed to the agency and the agreed upon hours. ▪ Assist with all other duties as assigned. 	
<p><u>Qualifications and Skills:</u></p> <ul style="list-style-type: none"> ▪ Convey a friendly and professional attitude with visitors in person or by telephone. ▪ Good administrative and computer skills (MS Office). ▪ Patient, caring and compassionate; be able to establish good rapport with clients. ▪ Lived experience of moving to a new country is an asset. ▪ Must demonstrate a keen interest in supporting newcomers and/or refugees; experience working with newcomers and/or refugees as asset. ▪ Well-developed interpersonal and written and verbal communication skills (English as well as one or more second language – Arabic, Hindi, Punjabi, Urdu or Tamil preferred). ▪ Sensitivity to the needs and challenges of the client population. ▪ Must demonstrate flexibility and adaptability; responsible, reliable, self-motivated and detail-oriented. ▪ Respect confidentiality at all times. ▪ Able to work as a team with site staff, and sensitive to cultural, linguistic and religious diversity. ▪ Ability to take direction from staff at all levels. ▪ Must complete all required volunteer orientation and training sessions. ▪ It is a condition of placement that volunteers provide proof that they are fully vaccinated against COVID-19 prior to the start date of placement. Applicants who have appropriate written proof of a medical reason, or a reason pursuant to the Ontario Human Rights Code, for not being fully vaccinated against COVID-19 may provide such documentation to the Human Resources department. Such situations will be considered on a case-by-case basis in compliance with Indus' legal obligations. 	

Note: This description is intended as a guide to reflect the principal functions of the role. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.