

VOLUNTEER POSITION DESCRIPTION

Position Title: Community Connections Volunteer	Locations: Mississauga, Brampton & Oakville
<p>The Community Connections program aims to build resilient and integrated communities by matching established Canadian volunteers with newcomer families and individuals in supportive relationships that will enhance the ability of newcomers to integrate and successfully settle in their communities.</p> <p>The primary role of this position is to mentor and enable newcomer families or individuals with the successful transition into their new community. This volunteer position is ideal for someone with a sound knowledge of newcomer settlement services or community information and referrals services.</p>	
<p><u>Responsibilities and Duties:</u> <i>(but not limited to)</i></p> <ul style="list-style-type: none"> ▪ Offer guidance to assigned newcomers in researching and connecting with settlement services that supports a smooth transition to the community. ▪ Offer an orientation to the City, community services, community resources, faith organizations, and key landmarks. ▪ Provide an understanding of the Canadian cultural norms, social etiquettes, common legal concepts, and the concept of multiculturalism. ▪ Record the needs of the assigned newcomers and report them back to the Program Facilitator for evaluation and assessment of overall program needs. ▪ Maintain a schedule and record of assistance needed/provided to practice a case management approach. ▪ Activities to be undertaken by the volunteers could include a trip to the local library, community centres, grocery stores for shopping locally on a budget, exploration of child care options etc. Volunteers should foster a deep understanding of the issues faced by newcomer families, and ease their experiences by making a positive change including the development of social and professional networks. ▪ Become familiar with the agency's programs and services ▪ Notify the Program Facilitator of extended absences. ▪ Adhere to the vision, mission and guiding values of the organization and the Community Connections Program. ▪ Maintain confidentiality of clients. ▪ 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"> ▪ Must be 18 years of age and have lived in Canada for two years or more. Individuals or families may apply. ▪ Demonstrates an understanding and/or lived experience as an immigrant/newcomer. ▪ Demonstrates an understanding of issues faced by newcomers, especially barriers such as language, access to health care, employment etc. ▪ Multilingual skills will be a definite asset to the role. ▪ Knowledge of the local community & resources available for newcomers. ▪ The ability to manage each assignment applying a case management approach is definitely an asset. ▪ Have the ability to take initiative and leadership. ▪ Comfortable to work with clients of different cultural backgrounds, various age groups, and all genders. ▪ Non-judgmental, friendly, pleasant and excellent interpersonal skills. ▪ Strong oral and written communication skills with a good command of the English language. ▪ Three references along with a current Vulnerable Sector Check will be required. ▪ Must demonstrate flexibility and adaptability; responsible, reliable, self-motivated and detail-oriented. ▪ Respect confidentiality at all times. ▪ Must complete all required volunteer orientation and training sessions. 	
<p><u>Time Commitment:</u></p> <ul style="list-style-type: none"> ▪ Prior agreed meetings and activities based on the actual needs of the newcomer families. ▪ Orientations and training programs. ▪ A minimum of 6 to 8 hours per month. 	
<p><u>Benefits:</u></p> <ul style="list-style-type: none"> ▪ An opportunity to enhance your skills and talent in information and referral services. ▪ An opportunity to expand your social and professional network. 	

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.

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- Build your resume and references.
- Build confidence and self-esteem.
- Become a resource in your community.

Volunteer Boundaries:

Thank you for the commitment you have given of your time, energy, and passion. At Indus Community Services our first commitment is to the protection and well-being of all who are involved with or are in contact with our organization. Often times, challenges arise when boundaries are not clearly defined. This form has been designed to resolve any areas that may be unclear, so that everyone involved can have a positive experience.

For your protection and the reputation of our organization, the following situations cannot, under any circumstances, occur. If any of the following actions occur, they will result in the termination/dismissal of your volunteer responsibilities with us:

- Utilizing Indus Community Services' resources for personal gain or benefit, including but not limited to use of role, promoting private and/or personal business, use of participant information, and/or misuse of resources provided.
- Any action constituting as a violation of the Ontario Human Rights Code, including, but not limited to defamatory comments, marginalization, discrimination, and/or harassment.
- Disparaging comments about Indus Community Services to prospective clients, interested parties, and/or other volunteers and member organizations.
- Providing transportation to assigned clients to and from Indus sites, events and activities.

If there are any questions or concerns about the above noted actions at any time, all volunteers are expected to seek out clarification and consultation from the Program Facilitator, before acting, in order to move forward and ensure the best service is provided to clients, as well as maintaining a positive, fulfilling experience for volunteers. These boundaries are in place to protect our clients, volunteers, staff, and organization as a whole.