VOLUNTEER POSITION DESCRIPTION

Position Title: Newcomer Services Volunteer	**Locations:** 3038 Hurontario Street, Mississauga 60 Gillingham Dr., Suite 500, Brampton 180 Sandalwood Parkway, Suite 3000, Brampton

Responsibilities and Duties: *(but not limited to)*

- Under the direction and guidance of the Settlement Counsellor assist in:
  - 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.

Qualifications and Skills:

- 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.

Approved By: Gurpreet S. Malhotra, CEO	**Date Approved:** November 30, 2019

Volunteer

Name:	**Signature:**	**Date:** DD/MM/YYYY / /

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.