

VOLUNTEER POSITION DESCRIPTION

Position Title: Training Programs Volunteer	Locations: 3038 Hurontario Street, Mississauga 60 Gillingham Dr., Suite 500, Brampton 180 Sandalwood Parkway, Suite 3000, Brampton 483 Dundas Street West, Oakville
<u>Responsibilities and Duties:</u> <i>(but not limited to)</i> <ul style="list-style-type: none"> ▪ Under the direction and guidance of the Supervisor – Training Programs assist in: <ul style="list-style-type: none"> ▪ Assessing the needs of newcomer clients and referring them to appropriate 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 who are working towards entrepreneurship. ▪ Developing presentations to enhance participants’ financial, business, entrepreneurial, customer service and communication skills. ▪ Program setup and clean-up. ▪ Preparing materials, equipment and activities for the clients during workshops. ▪ Maintaining inventory, client attendance and answering client inquiries as needed throughout the program. ▪ Provide relief reception duties - answering telephones, welcoming clients, taking accurate messages etc. ▪ Become familiar with agency programs, services, practices and staff. ▪ Complete all tasks and responsibilities within assigned timelines. ▪ Notify supervisor of absences and or lateness. ▪ Adhere to the vision, mission and guiding principles of the organization and the Employment 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. ▪ Other administrative duties as required. 	
<u>Qualifications and Skills:</u> <ul style="list-style-type: none"> ▪ Knowledge of sewing techniques and experience an asset. ▪ 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. ▪ Demonstrate a keen interest in supporting newcomers and/or refugees; experience working with newcomers and/or refugees as asset. ▪ Must demonstrate initiative, a positive attitude and an ability to work in a team setting. ▪ 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 be able to travel within Mississauga, Brampton and Oakville as the program rotates between Indus’ sites. ▪ Must complete all required volunteer orientation and training sessions. 	

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.