



CATHOLIC CENTRE FOR IMMIGRANTS CENTRE CATHOLIQUE POUR IMMIGRANTS

219 ARGYLE AVE., SUITE 500, OTTAWA, ONTARIO, K2P 2H4 TEL: (613) 232-9634 WWW.CCIOTTAWA.CA

| Job Description: Language Support Services Volunteer | | | |
|---|-----------------------|----------------------------|---------------|
| Direct Supervisor: | Settlement Counsellor | Department/Program: | Settlement |
| Volunteer Facilitator: | Bryn Johnson | Last Updated: | June 19, 2020 |

ORGANIZATION MISSION

The Catholic Centre for Immigrants (CCI) Ottawa promotes and facilitates the reception of newcomers to Canada; sensitizes the community to address newcomers' needs and invites it to respond, and; assists newcomers to realize their full potential in Canadian Society.

POSITION SUMMARY

Language Support Volunteers provide language-based services on an as-needed basis to CCI Staff and clients. This can include assistance with both text-based (helping staff/clients understand written text and documents/paperwork) and oral support using various languages.

TASKS

- Provide a variety of language-based services to Settlement and other CCI departments as needed.
- Provide informal oral and/or text-based language services for CCI Staff.
- Provide direct language services for newcomers as needed and support the use of written documents under the guidance of CCI Staff.
- Ensure sensitive information remains confidential and provide services under the direction of CCI Staff.

SKILLS & QUALIFICATIONS

Volunteers should possess the following:

- High degrees of cultural awareness and sensitivity;
- Ability to read, write and understand multiple languages to a high degree;
- Must understand confidentiality practices within CCI departments;
- Familiarity with various immigration documents/processes would be an asset;
- Interpretation/translation experience would be considered an asset;
- Reliability, patience and open-mindedness;
- On-call availability.

SETTING

Positions will require volunteers to work remotely and use various forms of technology, including web-based communication platforms. Volunteers may have the opportunity to transition to provide in-person support, dependent on Ottawa Public Health protocols.

*All duties can/should be completed to comply with COVID-19 protocols from Ottawa Public Health.

SCHEDULE

Volunteers are requested to support the program on a consistent basis at a pre-determined time communicated through their Direct Supervisor.

- *Language Support Volunteers should be prepared to offer support when requested and available to do so. Volunteers should be keenly aware of the potential time sensitive and high-importance nature of their duties.*

If volunteers are unable to fulfill their duties at any given time, they must communicate with their Direct Supervisor as soon as possible.

We also ask (but may not require) that volunteers commit to supporting the program for a minimum of 3 months.

VOLUNTEER RESPONSIBILITIES

Volunteers should complete CCI's Volunteer Application process online, including submission of an application form; reference checks, and; a completed Police Record Check, Level 3 (Vulnerable Sector) (when applicable); and, reviewing associated Policy Guidelines for CCI Volunteers as part of orientation.

Volunteers may be asked to participate in role-specific training with the Direct Supervisor as part of their onboarding process.

Direct Supervisors will be available to support programs and provide volunteers with direction and feedback as required.

BENEFITS

By volunteering in this role, volunteers should achieve:

- Enhanced experience working with culturally and ethnically diverse populations;
- Improved communication and interpretation skills/experience;
- Results-based satisfaction from directly supporting newcomers.