



CATHOLIC CENTRE FOR IMMIGRANTS CENTRE CATHOLIQUE POUR IMMIGRANTS

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Job Description: Matching Program Volunteer (Virtual)			
Direct Supervisor:	Mercedes Alarcon Anneke van Nooten /	Department/Program:	CEC
Volunteer Facilitator:	Bryn Johnson	Last Updated:	July 28, 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

Matching Program Volunteers provide virtual one-on-one support to help newcomers adjust, integrate and thrive in their new community in Ottawa. Volunteers will help recent refugees and immigrants learn about Canadian culture and traditions; connect with community resources, recreational opportunities and social networks; provide employment support; and, practice English language skills.

TASKS

- Interact directly with newcomers using tools for virtual communications (primarily WhatsApp), as well as telephone communications or other online platforms if requested.
- Support newcomers in settlement and integration by helping them learn about Canadian culture and their local community, while focusing on achieving their goals.
- Connect refugees and immigrants to community resources and improve access to recreational opportunities, social networks and employment support for newcomers.
- Share your knowledge and experience of Ottawa to support integration and help build a more welcoming community.

SKILLS & QUALIFICATIONS

Volunteers should possess the following:

- Patience, open-mindedness and cultural awareness/sensitivity;
- Reliable access to a smart phone and/or computer with internet connection;
- Comfortable using online platforms for virtual communication with newcomers through a mobile device or computer (primarily WhatsApp).
- Familiarity with Canadian systems and culture and an interest in learning about other cultures;
- Established community member with strong understanding of how to access various resources and services in Ottawa (such as employment support);
- Committed long-term (6 – 8 months) to Matching Program.

SETTING

Positions will require volunteers to work remotely and use technology to communicate. Volunteers may have the opportunity to transition to in-person meetings with newcomers in the future, dependent on Ottawa Public Health protocols.

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

SCHEDULE

Due to the nature of the Matching Program and the relationships that are developed, volunteers must be able to make an appropriate long-term commitment. Volunteers are requested to support the Matching Program for a minimum period of 6-8 months and are expected to commit 1 – 2 hours each week to connect/communicate with their newcomer match.

If volunteers are unable to fulfill their duties at any given time, they must communicate with their Direct Supervisor as soon as possible. Volunteers that are unable to commit to a long-term, consistent schedule may be referred to similar programs/services that do not require a regular commitment.

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:

- Results-based satisfaction from welcoming newcomers to the community and developing new relationships, as well as having a direct, positive impact on the lives on people in need of support;
- Enhanced experience working with culturally and ethnically diverse populations, and learning about another culture;
- A better understanding of the challenges faced by refugees and immigrants starting life over in a new country;
- Satisfaction of helping make Ottawa a more welcoming community, while helping others achieve their goals and dreams.