



CATHOLIC CENTRE FOR IMMIGRANTS CENTRE CATHOLIQUE POUR IMMIGRANTS

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Job Description: Social Connections Volunteer			
Direct Supervisor:	Anneke van Nooten	Department/Program:	CEC
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

Social Connections Volunteers assist staff in keeping newcomers engaged and connected with CCI and the local community as a whole, particularly during periods of isolation. Volunteers will connect virtually with newcomers on a weekly basis using various forms of technology, helping prevent isolation and offering information and guidance as needed.

TASKS

- Interact directly with newcomers using a variety of social platforms (Google Meet, WhatsApp, Jitsi, etc.) designed for virtual communications.
- Lead virtual conversations with newcomers on a weekly basis to promote inclusion and support engagement with CCI and the community.
- Share creative ideas with CCI Staff for relevant weekly conversation topics.
- Provide pre- and post-conversation check-ins as needed.

SKILLS & QUALIFICATIONS

Volunteers should possess the following:

- High degrees of cultural awareness and sensitivity;
- Comfortable using various platforms for virtual communication with newcomers, such as: WhatsApp, Google Meet, Jitsi.
- Strong English language skills; able to converse to high degree with newcomers with various levels of language skills;
- Reliability, patience and high degrees of open-mindedness.

SETTING

Positions will require volunteers to work remotely and use various forms of technology, including web-based communication platforms. Social Connections Volunteers may have the opportunity to transition to in-person conversations with newcomers, 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.

- *Social Connections Volunteers will connect virtually with newcomers for 1 hour per week during a time pre-determined between the volunteer, newcomer and CCI Staff.*
- *Social Connections Volunteers are requested to provide a 3 month commitment.*

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 consistent schedule may be referred to similar programs/services that do not require a regular commitment. 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 leadership skills, reduced isolation;
- Results-based satisfaction from welcoming newcomers to the community and developing new relationships.