



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: Administrative Support			
Direct Supervisor:	TBD	Department/Program:	Various
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

Administrative Support volunteers provide CCI Staff with clerical assistance, such as filing, answering/making phone calls, data entry and various other administrative tasks. Volunteers may also support our reception desks once the organization has determined it is a safe and necessary role.

TASKS

- Provide clerical assistance, such as filing, making phone calls, data entry, and other duties as required.
- Assist CCI Staff with general administrative support as requested.
- Provide support at reception desks across different CCI Departments as needed.
- Ensure sensitive information remains confidential and provide services/support under the direction of CCI Staff.

SKILLS & QUALIFICATIONS

Volunteers should possess the following:

- High degrees of cultural awareness and sensitivity;
- Fluent in English with a second language considered an asset;
- Customer service experience/skills and attention to detail;
- Familiarity with CCI services and strong understanding of policies regarding confidentiality;
- Reliability, patience and open-mindedness.

SETTING

Positions 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.

The nature of this position may require volunteers to be flexible as it is generally completed at CCI offices (219 Argyle) which are currently not accessible to volunteers.

*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.

- *Administrative Support volunteers should be available to support minimum 1 hour per week during regular office hours (Between 9:00am – 5:00pm).*

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 skills and customer service experience;
- Valuable administrative and office-related experience.