



South London Neighbourhood Resource Centre Newcomer Settlement Services

Canada Connects – Volunteer Coordinator

Join our Team as a Canada Connects – Volunteer Coordinator

The Volunteer Coordinator will be an employee of the South London Neighbourhood Resource Centre (SLNRC). Day-to-day supervision/consultation will be provided by the Program Operation Manager in the form of formal supervision meetings as well as informal support as requested by the worker.

***What is Canada Connects?**

- One-on-one and family matching in an informal setting
- Needs-driven support for newcomers to help them understand the social, political, cultural, and economic context of their new community and become fully engaged in Canadian life
- Cross-cultural interaction and learning to provide essential guidance early in the settlement process and enable volunteers to learn about the newcomer experience

Matching activities have been shown to support the two-way street of integration by fostering inter-cultural awareness and acceptance, and supporting volunteers to better understand the contributions of immigrants and the challenges they face in Canada (*Source IRCC).

Work Schedule:

This is a full time position for (37.5 hrs/week) that will include working evenings & weekends to best serve the community's needs

Compensation:

- Earn a competitive wage of \$27.11 per hour
- After probation, you will be eligible to join the group health benefits plan
- Robust number of personal days and schedule flexibility
- Free paid day off for your birthday - never work on your birthday again!

Key Responsibilities:

- Design the Canada Connects Program and create a work plan to be in line with the IRCC Logic Model with guidance from the Program Operation Manager
- Plan and execute outreach activities
- Attract, recruit and screen potential volunteers throughout the period of the Program
- Provide orientation and training to potential volunteers
- Supervise, support and evaluate volunteers

- Translate the program into SMART objectives: Specific, Measurable, Attainable, Relevant and Time-bound
- Track the impact of the Program in terms of outcomes program feedback through participant surveys
- Focus on areas of activities based on personal exchanges such orientation, preparing and sharing food, navigate systems and public services
- Facilitate informal language learning to practice and improve English through Conversation Circles
- Using a community development approach, consult with staff at SLNRC and partners the factors that impact volunteer participation such as time, venue etc.
- Implement other processes related to volunteer coordination
- Maintain accurate written records and files pertaining to settlement services provided to clients
- Ensure volunteer standards are followed as defined in the Volunteer Management Handbook (www.volunteer.ca)
- Enter statistical information in a data system using an IRCC approved tracking system, known as (iCARE)
- Attends staff meetings and training opportunities
- Operate in accordance with policies, procedures, guidelines and protocols of the SLNRC
- Participate as a member of SLNRC team by furthering collective team goals.
- Involve resourceful individuals from different community services in these programs
- Accept other duties as assigned by the Program Operation Manager

Qualifications:

- Social Work Degree, Community Development or equivalent; plus 2 – 3 years actively working with newcomers.
- Experience working directly with newcomers
- Ability to work with a diverse population
- Strong communication and organizational skills
- Highly motivated and a self- starter
- Ability to work independently as well as within a team
- Responsible, trustworthy, approachable and friendly
- Organized and comfortable with promotion and report writing
- Knowledge and experience in using Windows, MS Office, Excel, PowerPoint etc.
- Ensure appropriate and confidential handling of client information
- Must have a valid driving license
- Provide a current Police Check

Why Join Us?

This role offers a unique opportunity to make a tangible difference in the lives of newcomer families. By joining our dedicated team at SLNRC, you will be at the forefront of community integration, helping to build a more inclusive and connected community. If you are passionate about community development and have the qualifications and flexibility to thrive in this dynamic role, we encourage you to apply!

To apply for the position, send resume and cover letter as one PDF File to Vincent Tao, Communication Coordinator, South London Neighbourhood Resource Centre vtao@slnrc.ca

At SLNRC, we are committed to meeting AODA accessibility criteria, ensuring that our hiring process and workplace are inclusive and accessible to all job candidates. We welcome and accommodate applicants with disabilities, providing necessary adjustments to support their success in our team. If you require accommodation throughout the process or have any questions, please contact Vincent Tao.

We work together to empower and enrich the neighbourhood in an inclusive environment.