



VOLUNTEER POSITION DESCRIPTION

Position Title: Refugee Support Volunteer

Responsible to: Coordinator of Volunteer Services

Objective of Position: To connect refugees with Greater Victoria community members for support with day-to-day settlement activities, such as accessing community services, as well as becoming familiar with life in Victoria and Canada

Position Activities:

- Volunteer is matched with an individual or a family new to Canada and meets for an activity on a weekly basis

Activities may include:

- Helping to familiarize recently arrived refugees with day-to-day activities: taking the bus, grocery shopping, banking, talking on telephone
- Interpretation or translation support at appointments (e.g. medical appointments)
- Identifying resources such as community and recreation centres, libraries, museums, playgrounds and other major services
- Practicing English socially, attending community events, sharing a common interest
- Answering questions about the Greater Victoria community, Canadian culture and systems

Benefits:

Assisting newcomer immigrants to Canada; experiencing inter-cultural exchange

Requirements of Volunteer:

- Intermediate to advanced written and spoken English
- Proficiency in another language besides English is an asset, in order to provide interpretation or translation support at appointments (e.g. medical appointments)
- Cross-cultural experience or a personal commitment to learning about other cultures
- Strong familiarity with the Greater Victoria community and Canadian culture
- A good listener, patient, supportive and empathetic to newcomers
- Ability to maintain confidentiality and uphold the privacy of family or individual
- Reliable and able to carry out duties independently
- Maintain communication with Coordinator of Volunteer Services
- Excellent interpersonal skills
- A criminal record check is required
- Must attend volunteer orientation

Time and Commitment:

- 3 - 6 month commitment
- 2 - 6 hours per week
- Duties take place at locations throughout Victoria