

## PROGRAM SUPPORT (ONE-OFF, SHORT-TERM, OR ON-CALL)

### Office Support

- Provide reception, clerical, and administrative support to ISSofBC programs
- Administrative duties: update materials, assist/coordinate and delivery program initiatives, and provide immediate support to program staff and clients
- Reception duties: handling public inquiries via multi-line telephone system, e-mail, or in person, taking messages, and providing information and referral services.

### Mock Interviewer

- Review clients' resumes in order to prepare and provide a mock interview
- Interview clients in employment programs and assess interviewing skills for job search and career exploration purposes
- Communicate and record client's performance to provide constructive feedback for improvement
- Skills needed
  - Interviewing and assessment experience is an asset
  - Ability to establish rapport with diverse populations
  - Excellent communication skills (oral and written)
  - Working knowledge of current labour market trends and employment issues is an asset

### Workshop or field trip support (one-off)

- Provide staff with logistical assistance in preparing workshop or field trip logistics
- Support clients and staff during field trips

### Translator/Interpreter

- Provide volunteer written and/ or oral translation in a language(s) besides English
- Provide an individual and/ or group with interpretation services and possible accompaniment in order to access services and support
- Translate program documents and materials; this may require typing in first language computer software

## PROGRAM SUPPORTS (3 MONTH COMMITMENT)

### Volunteer Connections Assistant

- Assist in administrative and clerical tasks: data entry, filing, mailing, and word-processing
- Assist in preparing materials for meetings, orientations, and program presentations
- Interview new and existing volunteers based on internal/external requests
- Coordinate/participate in program activities and special events
- Assist in daily operations under the staff guidance

## MENTORING

### **Settlement Mentor (3 month commitment)**

- Support newcomers to Canada in their initial settlement and be a resource for connecting them to the community
- Provide orientation, cultural awareness and creating a conducive environment for successful integration into Canadian society and Canadian culture
- CLB 5 or higher is required

### **Learning-In-Action Mentor (3 month commitment)**

- Provide interactive ESL support for Literacy newcomers on a weekly basis
- Facilitate LIA through topic and language specific field trips relevant to the ELSA classroom
- Liaise with ISSofBC staff

### **Welcome Centre Community Navigator (short-term or on-call)**

- Accompany clients staying at Welcome Centre to the nearest and best places to shop, government offices, community centres, etc
- Give orientation to public transportation

### **Community Navigator for Housing (short-term or on-call)**

- Accompanying Welcome Centre clients to view prospective housing options and reporting feedback to the House Search Worker
- Phone landlords on behalf of clients to make inquiries
- Act as a translator/ interpreter between clients and prospective landlords
- Have knowledge of Translink system and Metro Vancouver is a considerable asset

## CHILDMINDING

### **LINC Day Care Teacher Assistant**

- Under the guidance of staff, assist and participate in various program tasks and activities
- Ensure the safety of children and assist in the delivery of daily program duties, housekeeping and assigned tasks for the day
- Accompany children on fieldtrips or program outings
- If required, assist in curriculum preparation, development and delivery

## LEARNING SUPPORTS

### **Classroom Assistant**

- Assist teacher in classroom discussion and instruction
- Provide tutoring, coaching and support either individually or in small groups
- Assist in material preparation and distribution

### **Conversation Circle Tutor**

- Provide small groups of same language refugee newcomers with assistance in learning basic spoken English skills within their first 6-8 months of arrival in Canada with the goal of increasing the newcomers' ability to communicate basic needs of shopping, answering the phone, etc
- Commit to 2 hours per week of tutoring for 3 months minimum, plus preparation and travel time

### **Computer and Internet Coach**

- Introduce basic computer software programs; i.e.: MS Word, Excel, PowerPoint and the Internet
- Assist clients in learning about computers and using the Internet
- Provide one on one support and instruction for accessing and locating web sites and information

### **LINC/LCC Library Assistant**

- Work under the direction of the Coordinator
- Monitor, maintain, and sort library books, tapes, and video material
- File, shelf, catalogue, stamp and color-code materials
- Laminate new library materials
- Follow-up on missing library items
- Maintain files and update a master list of all library materials

## SPECIAL EVENTS ASSISTANCE

### **Community Outreach / Special Event Assistant**

- Assist and participate in the coordination and delivery of various agency events and community-based activities, such as: information fairs, public information booths, volunteer and resource fairs, and social activities
- Create and design materials, decorations and promotional posters appropriate to event
- Provide the public at large with information, guidance and assistance regarding ISSofBC program and services

## **INCOME TAX CLINIC (JANUARY TO APRIL)**

### **Coordinator**

- Act as the primary liaison between the Volunteer Filers and ISSofBC staff
- Greet the clients and match them to the appropriate Volunteer Filer
- Ensure volunteers have the appropriate paperwork to support the clients and the program
- Troubleshoot any problems that arise, seeking guidance as appropriate
- Must be a returning Tax Volunteer, familiar with Income Taxes and the requirements/limitations of the ISSofBC Income Tax Clinics

### **Volunteer Filer**

- Attend training in Income Tax
- Present a schedule with time available
- Help clients with filing their annual income tax return by paper or online
- MUST have previous experience filing out a T1 form