



**NEW
CANADIANS
CENTRE**
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Refugee Support Team Volunteer Descriptions

**there are two volunteer role descriptions detailed in this document*

Team Member Description

Overview of Role

Approximately 296 government assisted refugees have come to Peterborough through the Refugee Assistance Program over the last few years. Each family was welcomed and supported by a Refugee Support Team of 6-10 NCC volunteers. Support teams are key to increasing the speed at which families integrate and become independent. Teams act as a support network of friends, helping them adjust to their new life in Canada and overcome cultural barriers and other challenges that surface when navigating a new place.

Availability of Role

As NCC continues its contract to help resettle refugee families, this remains our biggest volunteer gap. This role is available throughout the year. However, we do not have set dates for new arrivals. Volunteers should sign up in advance, so that volunteer teams are ready when a new family arrives.

Time Commitment

At least 2-3 hours a week during the first few months; total commitment spans 6 months to one year. The first few months are busiest, and gradually slow as families become more independent.

What it takes

A group of 6-10 people and 1 team leader. Groups can be made up of friends, colleagues, neighbours or strangers. If you don't have a team, simply apply as an individual and we can match you up with a team.

Responsibilities

Team members do not need to participate in all of the following roles, but rather choose their own strengths and interests and match them to the family's needs. Here are the main responsibilities:

- Attend a Welcome Reception with your team to meet and greet the new family
- Help find permanent housing – arrange and assist at viewings, provide transportation
- Organize activities for the children – e.g. story time, colouring, library visits, board games night
- Arrange family outings on weekends – Peterborough Zoo, park, festivals, beach, Lakefield
- Drive family to appointments, outings, grocery shopping, medical appointments etc.
- Help family navigate the community on their own:
 - How to use city buses; finding the closest discount stores
 - Using Canadian money
 - Grocery store tour –help them find the ingredients they need and take them on a tour
- Informal English and homework support for adults and/or children

Everyone
welcome.





Qualifications

- Friendly, patient and able to adapt communication to a more basic style, if required
- Sensitive to newcomers needs and able to work through language and cultural barriers
- Ability to initiative and problem solve independently
 - Must be able to match your skills and interests with the family's needs. Although there will be a team leader, it will largely be up to the volunteer to determine their involvement (e.g. retired teacher may arrange kid's activities or school registration)
- Professional and able to follow strict confidentiality and code of ethics policies and procedures
- Positive, understanding and openness to learn without judgment

What you'll get

- Ability to empower others and give them the confidence to navigate the community independently
- The opportunity to make a difference in an entire family's lives and have a lasting impact
- Make connections and learn about other cultures
- Contribute to a community not for profit organization that values your help
- Be a part of an extremely rewarding experience. Learn how being on a Support Team has impacted two NCC volunteer's lives: [Lisa's story](#) and [Charles' story](#)

Team Leader Description

Overview of Role

This is a very important role, and takes a special set of skills to ensure the team remains organized and updated. As a team leader, your main role is to coordinate and communicate. You will be responsible for delegating 'tasks' to the support team and encouraging them to take initiative when there are gaps. You will be the liaison between the support team, the refugee family and the New Canadians Centre staff. You will be in charge of keeping everyone connected and up to date with family activities and ensuring their needs are met throughout the resettlement period. An NCC staff will be assigned to your group and will support you throughout this process.

Qualifications

- Organised and good at time management
- Good facilitation, communication and people skills
- Comfortable using computers, email, and smart phone savvy
 - Google calendar is used as the main medium of communication
(If you don't use it, don't worry, we will teach you!)
- Flexible and ready for anything
- Problem solver who takes initiative

Yes? Then we would be thrilled to meet you and hope that you will take on this key role to contribute to the success of our Refugee Assistance Program and help us welcome another family in need of support.

