



**NEW
CANADIANS
CENTRE**
PETERBOROUGH

221 Romaine Street
Peterborough, ON K9J 2C3

Tel (705) 743.0882
Fax (705) 743.6219

info@nccpeterborough.ca
www.nccpeterborough.ca

NEW CANADIANS CENTRE PETERBOROUGH	
Position Description: Client Services Assistant	Posting Date: April 2, 2025
NOC Code: 42201 Social and Community Service Workers	Closing Date: Monday, April 21st, 5:00 PM

Hours: 35 hours per week
Wage: \$19.00 per hour + 4% vacation pay
Start date: May 2025
Location: Peterborough office, Ontario
Reports to: Director of Client Services
Terms of Employment: 8-16 weeks
This is a Canada Summer Jobs position funded by the Government of Canada and is contingent on the availability of funding.

APPLICATION INSTRUCTIONS:

Applications must include a cover letter and resume. Applications must be mailed, emailed or hand-delivered. Application via fax will not be accepted. Applications will ONLY be accepted if received as directed.

If emailing application, it will be appreciated to receive cover letter and resume as one PDF file attached to the email.

Please address your application to:
recruitment@nccpeterborough.ca
Attention: Recruitment Committee
New Canadians Centre Peterborough
221 Romaine St. Peterborough, ON K9J 2C3

Thank you for your interest. Please note that only those selected for an interview will be contacted.

The **Client Services Assistant** will support the day-to-day functions of the Client Services Team of the New Canadians Centre Peterborough with a variety of tasks tied to the settlement of newcomer clients.

Duties & Responsibilities:

Settlement Support Work

- Maintain and update client files, including entering information into the client database
- Prepare documents for client meetings



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- Book appointments and arrange for interpretation services
- Research information on community and government services and processes
- Contact professional/community service providers with updated information on NCC processes and services
- Contact clients to provide information about events, opportunities and programs
- Assist, under supervision, with client services team activities such as life skills training, donation drives and other summer projects
- Assist with other Settlement-related activities as required

General Responsibilities

- Support the mandate of the New Canadians Centre Peterborough
- Work with other staff and interns as appropriate
- Complete required documentation such as expense reports and timesheets.
- Perform other support duties as needed

Qualifications:

To be eligible, participants must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* for the duration of the employment; and,
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

International students and work permit holders are not eligible participants. International students include anyone who is temporarily in Canada for studies or work and who is not a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada.

Experience

- Work experience in office administration and/or the non-profit sector preferred
- Proficient in use of computers and Microsoft Office applications; experience with Microsoft Access an asset
- Secondary or post-secondary degree, with a focus in Social Work or a related discipline viewed favourably
- Fluency in languages other than English is not required but is an asset, especially Arabic and Spanish
- Lived experience as a newcomer to Canada or as a member of a marginalized group, as voluntarily self-identified by applicants, is viewed favourably. NCC endeavours to recruit the most competent individuals for all positions while prioritising employment of newcomers and people from marginalized groups.

Competencies



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- Understanding and emotional empathy for the struggles immigrants and refugees face in starting a new life in Canada/Peterborough
- Strong attention to detail
- Proficient use of Microsoft Office Suite, internet, and electronic mail
- Demonstrated ability to keep accurate records and meet deadlines
- Strong research, organizational, and time management skills
- Ability to maintain confidentiality and handle important documents in a sensitive manner
- Excellent written and verbal communication skills applicable to a multicultural setting
- Ability to handle multiple tasks, prioritize, work well in a busy environment
- Ability to maintain a sense of urgency, efficiency, and flexibility
- Cross-cultural communication skills
- Understanding of anti-oppressive language and concepts including power, privilege, intersectionality, and racism
- Ability to extend a warm welcome
- Interest in developing new competencies as needed for the responsibilities of the position
- Professional skills, demeanour, and work ethic
- An interest in and commitment to NCCP's mandate

Other

- Current Criminal Reference check with vulnerable sector screening
- Ability to work flexible hours, including some weekends and evenings
- Ability and willingness to travel to different locations in Peterborough
- Valid Ontario Class G Driver's License, and access to a vehicle is an asset

*The NCC strives to be an equal opportunity employer.
We encourage applicants from diverse backgrounds.*

Any information obtained during the course of recruitment will be used for employment recruitment purposes only, and not for any other purpose.

Accommodation will be provided in all parts of the hiring process as required under the NCC's Accessible Customer Service Policy. Applicants will need to make their needs known in advance.

The NCC is an advocate for equity and is committed to ensuring representation in its staff team. We welcome applications from members of immigrant and refugee communities, people of colour, women, Indigenous peoples, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities.