



NEW
CANADIANS
CENTRE
PETERBOROUGH

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NEW CANADIANS CENTRE PETERBOROUGH

Position Description: RAP Assistant

Posting Date: July 15, 2025

NOC: 4212 Social and Community Service
Support Worker

Closing Date: July 29, 2025, 9:00 AM

Hours: 35 hours per week
Wage: \$23.95 to \$28.45 per hour, based on years of service
Start date: August 18, 2025 (tentative)
Location: Peterborough, Ontario
Reports to: Manager of Refugee Resettlement
Terms of Employment: Twelve-month contract

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, please send your cover letter and resume as one file, in PDF format, attached to your email, and include your first and last name in the title of the document.

Applications must be emailed to recruitment@nccpeterborough.ca. Applications will ONLY be accepted if received as directed.

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

Position Overview:

The New Canadians Centre Peterborough (NCC) is a non-profit charitable organization dedicated to supporting immigrants and refugees in the Peterborough, Kawartha Lakes, Haliburton and Northumberland regions. We strive to empower immigrants and refugees to become full and equal members of Canadian society and to provide community leadership to ensure cultural integration in a welcoming community.

NCC's Resettlement Assistance Program (RAP) coordinates the arrival, orientation and initial steps of settlement for government-assisted refugee clients. The RAP Assistant is part of the RAP Team and assists with all direct services provided to government assisted refugees during the period they are in

temporary housing, as well as any related case management work with clients as directed by the Manager of Refugee Resettlement.

Duties & Responsibilities:

Direct Services

- Assist the RAP staff team with the following tasks:
 - Preparing temporary housing (refugee reception house or hotel accommodations) for the arrival of new families, including purchasing necessary supplies, such as linens and other household items; arranging for cleaning and maintenance work at temporary housing.
 - Arranging for food for clients in temporary housing, including catering with local restaurants and/or purchasing groceries or food cards for clients
 - Addressing client needs during their stay in temporary housing, including daily check-ins, purchasing food and personal care items, arranging for communications with NCC staff and others (cell phones, laptops etc.), and any other needs that arise
 - Managing inventory of supplies for housing and refugee arrivals
 - Assisting with any medical or health care related issues, such as arranging medical appointments or assisting with medical applications
 - Liaising with volunteer team members as appropriate
 - Responding to temporary housing maintenance needs by liaising with contractors and landlords to maintain proper conditions
 - Assisting with donation of items and liaising with related donors and partners
 - Participate in rotating on-call responsibilities during evenings and/or weekends when clients are in temporary housing
 - Delivering training on household safety and waste management to newcomer clients

Office Administration

- Assist with client documentation and tracking, including preparation and filing of client intake forms, notes and records; updating client files and/or client database; recording additional information as specified (monthly statistics, iCARE, etc.)
- Attend regular staff meetings as required
- Provide Refugee Resettlement Coordinator with information as requested and in a timely manner

General Responsibilities

- Support the mandate of the New Canadians Centre Peterborough
- Complete required documentation such as expense reports and timesheets
- Perform other support duties as needed

Qualifications:

Experience

- Post-secondary education in a field related to Social Work and/or Social Service Work, or equivalent working experience.
- Experience in counseling, needs assessment and/or conflict resolution is an asset
- Experience in property management and/or home maintenance is a strong asset

- Work experience in the non-profit sector is an asset
- Lived experience as a newcomer to Canada or as a member of a marginalized group, as voluntarily self-identified, is viewed favourably.

Competencies

- Excellent English written and verbal communication skills applicable to a multicultural setting is required
- Fluency in other languages such as Arabic, Dari, Somali, and Spanish is an asset
- Understanding and empathy for the struggles which immigrants, refugees and newcomers face in starting a new life in Canada; knowledge of issues facing resettled refugees in general and the Resettlement Assistance Program more specifically considered an asset
- Understanding of anti-oppressive language and concepts including power, privilege, intersectionality, and racism
- Able to balance being detail-oriented with strong time-management skills
- Must be able and willing to lift and move items, such as small furniture, and drive rental vehicles
- Ability to work independently and as part of a team
- Adaptability and responsiveness to client and organizational needs
- Ability to work under pressure and address emergency situations
- Knowledge of community resources, as well as landlords, caterers and related businesses an asset
- Ability to maintain clear professional boundaries with clients outside of professional settings
- Ability to maintain confidentiality and handle important documents in a sensitive manner
- Demonstrated ability to keep accurate records, write reports and meet deadlines
- Proficient in use of computers and Microsoft Office applications, including Microsoft Excel and Microsoft Access

Other

- Current Criminal Reference check with vulnerable sector screening
- Valid Ontario Class G Driver's License, and access to a vehicle is required
- Ability to work flexible hours, including some weekends and evenings
- Ability and willingness to travel to related seminars, conferences, training, meetings, etc.

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.