



2015

## Volunteer and Student Placement Manual

Helping You  
Get the Most  
Out of Your  
Volunteering  
Experience

**Cross Cultural Learner Centre**  
505 Dundas Street  
London, Ontario N6B 1W4  
Tel: 519 - 432 - 1133  
Fax: 519 - 660 - 6168  
[cclc@lcclc.org](mailto:cclc@lcclc.org)

# Welcome Letter

---

*“Volunteers really make a difference at CCLC”*

Dear Volunteer,

Welcome to the London Cross Cultural Learner Centre (CCLC).

For more than 40 years, volunteers have been a valuable resource for our clients and staff. By volunteering, you will not only be enriching your life, but also strengthening our workplace and promoting community involvement.

This guide will help you have the best possible experience as a volunteer. It gives you information about the organization, our clients and your role. Your supervisor can also answer your questions, please feel free to contact the London Cross Cultural Learner Centre any time if you need assistance.

Thank you for volunteering. I’m glad you have chosen to be a member of the CCLC team – we appreciate your interest in serving as a volunteer.

Sincerely,



*Valerian Marochko*

*Executive Director*

# Table of Contents

<b>WELCOME LETTER .....</b>	<b>2</b>
<b>WHO WE ARE .....</b>	<b>5</b>
Mission Statement.....	5
Vision .....	5
Our Values .....	5
Organization Chart .....	7
<b>VOLUNTEERS AND STUDENT PLACEMENTS: RIGHTS AND RESPONSIBILITIES .....</b>	<b>8</b>
<b>VOLUNTEER AND STUDENT PLACEMENT: SELECTION PROCESS .....</b>	<b>11</b>
1. Information session: .....	11
2. Submit a volunteer application form.....	11
3. Interview Process.....	11
4. Orientation and Mandatory General Training: .....	12
5. Training Specific to each Program: .....	12
6. Continuous Training:.....	12
<b>VOLUNTEER AND STUDENT PLACEMENTS' AREAS: .....</b>	<b>12</b>
<b>VOLUNTEER JOB DESCRIPTIONS: .....</b>	<b>14</b>
1. Administrative and clerical volunteer: .....	15
2. Community Connections: Small group volunteer (Adult) - focus on support for women....	15
3. Community Connections: Volunteer Leader .....	17
4. Community Connections: Volunteer Adult Remedial Tutor for Math & Numeracy Skills....	18
5. Community Connections: Conversational Mentor Volunteer.....	19
6. Executive .....	20
7. Human Resources Mentorship Placement.....	20
8. Intake Worker- Language Assessment and Referral Services (LARS) .....	21
9. Intercultural Research Specialist .....	22
10. Jeremiah's House: .....	23
11. Joseph's House: .....	23
12. RAP Program:.....	24
13. Resource Center/Library Assistant:.....	25
14. Settlement Volunteer: .....	26
<b>GENERAL VOLUNTEER AND STUDENT PLACEMENTS MANDATORY TRAINING REQUIREMENT</b>	<b>26</b>
<b>GENERAL ADMINISTRATIVE INFORMATION .....</b>	<b>30</b>

London Cross Cultural Learner Centre (CCLC) ..... 30  
Hours of operation: ..... 30  
Parking or building access ..... 30  
Holidays and Closures ..... 31  
Volunteer and Student Placement Screening Checklist ..... 32  
Volunteer and Student Placement Application Form..... 33  
Volunteer and Student Placement Reference Check Form ..... 36  
Volunteer and Student Placement Training..... 37

## Who We Are

---

The London Cross Cultural Learner Centre (CCLC) has been operating in London since 1968. CCLC was the first global education centre in Canada, funded through the Public Participation Program of Canadian International Development Agency (CIDA).

In 1980, London Cross Cultural Learner Centre incorporated as a non-profit, charitable organization. CCLC is now well known locally and nationally as a one-stop, multi-service support network for newcomers yet still maintains its reputation in the global education field.

CCLC staff is a dedicated group of people committed to providing the best possible service. CCLC would like to include you as an important and valuable member of our team.

## Mission Statement

The London Cross Cultural Learner Centre is a community organization that exists to provide settlement services and support to newcomers and to promote intercultural awareness and understanding.

## Vision

To build a more welcoming and just community where newcomers can succeed

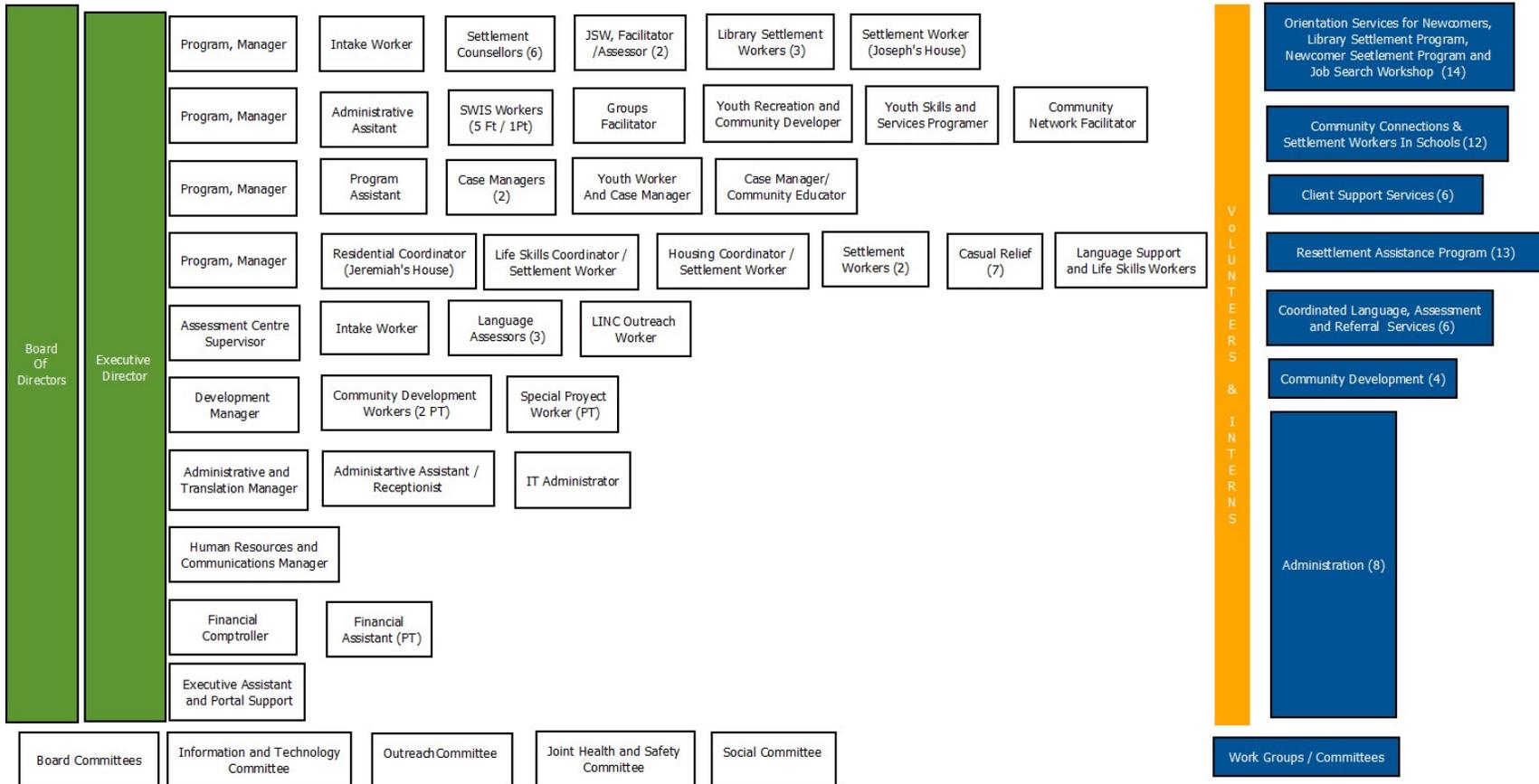
## Our Values

- **Accountability:** Assuming responsibility and being answerable and transparent in relation to stakeholders for the quality and outcome of the services provided by the organization

- **Advocacy:** Actively supporting or intervening on behalf of another individual or group for rights, services and privileges
- **Compassion:** Expression of caring thoughts and feelings that motivates and impels one to action
- **Diversity:** Actively demonstrate respect for the uniqueness of each individual and to promote inclusion
- **Empowerment:** Support individuals and groups to make informed choices and become confident, self-sufficient contributing members of society
- **Ethics:** Conducting ourselves in an unbiased manner with integrity and respect for others



# Organizational Chart



# Volunteers and Student Placements: Rights and Responsibilities

---

You have the right:

- To work in a healthy and safe environment
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be given accurate and truthful information about the organization for which you are volunteering
- To be given a copy of the organization's Volunteer Manual and any other policy/procedures that affect your role
- To have a role description and agreed hours of contribution
- To be provided with orientation to the organization and the role
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act, 1988
- To be provided with appropriate training and support to carry out your role



# Client Service Charter

## **CCLC Will:**

- Serve you in a respectful and courteous manner
- Respect all cultural, religious, political, and social views
- Explain/Clarify the services that are offered to you
- Protect your privacy and confidential information
- Respond to any issues and concerns regarding services in a timely manner
- Inform you in a timely manner if anything changes in scheduled services
- Return your telephone calls, emails, etc. in a timely manner
- Assign another staff if designated staff person is absent
- Serve you within program guidelines
- Refer you to other service providers if the service is not available at CCLC
- Refuse services should a client become aggressive or abusive in manner

## **CLIENTS:**

- Have the right to consent, change, or end CCLC services at any time
- Have the right to express your concerns or satisfaction regarding CCLC services
- Make appointments for CCLC services when required
- Understand the responsibility to attend your scheduled appointments on time
- Inform CCLC if you are unable to attend appointments or running late
- Inform CCLC about changes to your contact information
- Are expected to treat CCLC staff and other clients with respect

# Volunteer and Student Placement: Selection Process

---

## 1. Information session:

On the first working Monday of each month (September to June), CCLC will have an information session about a variety of volunteer opportunities available throughout the Centre.

Individuals and students interested in volunteering with CCLC **MUST** attend the general Information Session.

- PowerPoint presentation: CCLC history; Mission, Vision, & Mandate
- Volunteerism:
  - The Importance of Volunteerism
  - Volunteerism in non-profit sector
- The following forms & policies are found in the Volunteer Package:
  - Volunteer and Student Manual
  - AODA Training Book
  - Volunteer and student Application Form
  - Request Form for Police Vulnerable Sector Check
  - Duty of Confidentiality Form\*
  - Conflict of Interest Form\*

## 2. Submit a volunteer application form

## 3. Interview Process

- Volunteer Screening: Police Check and
- 2 References to be submitted at the time of the interview
- Personal interview with the program manager or volunteer coordinator

#### 4. Orientation and Mandatory General Training:

- See List of Training Materials on Page 13
- Completion of an application package and all other forms

#### 5. Training Specific to each Program:

- Depending where the volunteer or student is placed, a second training will be provided by the program where the volunteer or student will provide services

#### 6. Continuous Training:

- *Volunteering* also requires ongoing supportive feedback and training. Regular training on special topics and information supports are provided throughout the year.

## Volunteer and Student Placements' Areas:

- **Administrative services:** Assisting with CAS site, resource centre, translation services, reception and clerical tasks for the Centre including mailing, faxing, photocopying etc. The Executive Director, Administrative Manager or the Receptionist will supervise administrative volunteer positions.
- **Interpretation Services:** Assist with administrative tasks for Interpretation Services as required.
- **Community Connections:** Community Connections volunteers provide friendship and ongoing support to newcomers. Host families or individuals are “matched” with newcomer families for a minimum six month period and may assist with life skills and language skills. The Community Connections & SWIS Program Manager will supervise Community Connections volunteer positions.

- **Client Support Services:** Volunteers and students will work closely with employees within the CSS Program, and assist them with administrative day-to-day operations and may include event planning.
- **Resettlement Assistance Program:** Reporting to the RAP Manager volunteers will assist the Settlement Workers. Responsibilities include provide one-to-one and group settlement support to new Government Assisted Refugees, ensuring that clients receive consistent, reliable up-to-date information and services. This opportunity requires approaching clients in a respectful, non-biased, non-discriminatory manner.
- **Jeremiah's House:** Volunteers at Jeremiah's House include reception, clerical, house maintenance and assistance to government sponsored refugees. The Resettlement Assistant Program (RAP) Manager supervises Jeremiah's House volunteer positions.
- **Joseph's House:** Volunteering may include accompanying refugee claimants to appointments or shopping, practising English with residents, providing interpretation at various appointments (medical, etc.), cleaning, gardening, doing minor repair work at the house, using your truck/van to pick up and deliver donated furniture.
- **LARS - Intake Worker:** Language Assessment & Referral Services (LARS) volunteers will work with clients who come to CCLC to have their English language assessed prior to attending classes at community training sites. The intake worker volunteer would be responsible for clerical tasks including photocopying, filing, data entry and making appointments.
- **Settlement Services:** Volunteers assist clients with their settlement needs to integrate into Canadian society with orientation, telephoning for appointments, transporting clients. The Settlement Manager supervises these volunteer positions.

- **Human Resources Mentorship:** Placement for Human Resources students
- **Finance:** Finance volunteers assist the Financial Comptroller with administrative and simple bookkeeping tasks.
- **Intercultural Education:** Volunteers will assist with the development and day-to-day tasks, including administrative and clerical, within the Intercultural Education Program.
- **Opportunities in other areas when needed:** please contact program managers for more information about different requirements and open opportunities.

## Volunteer Job Descriptions:

---

As a volunteer you will have a job description to clarify your role at our organization. The job description will list your title, major objectives, responsibilities, time commitment, a description of boundaries where clients are involved, and the person whom you report to.

- Administrative and Clerical Volunteer
- Community Connections
- Executive
- Human Resources Mentorship Placement
- Intake Worker - LARS
- Jeremiah's House
- Joseph's House
- RAP Program
- Research Assistance
- Resource Centre/Library Assistant
- Settlement Volunteer

## 1. Administrative and clerical volunteer:

Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Reception: answer telephone, greet clients and visitors; direct calls and visitors to appropriate destination</li> <li>• Strong organizational skills and ability to work under pressure required.</li> <li>• Fluency in English is necessity</li> <li>• Previous administrative and switchboard experience highly recommended</li> <li>• Typing and filing, database work, sort and distribute mail, photocopying, maintenance of documents, records and forms, other clerical duties as needed</li> <li>• Relief coverage on reception desk</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to operate or aptitude to learn office equipment such as photocopier, fax machine, postage meter and computer</li> <li>• Knowledge of Microsoft Office applications is required</li> <li>• Excellent telephone manner and client service skills required</li> <li>• Ability to multi-task in a busy environment is a must.</li> <li>• Patient, pleasant, courteous disposition necessary</li> <li>• Police Check required</li> </ul>

**Time Commitment:** this position requires flexibility; the volunteer must be available to work during regular weekday office hours.

## 2. Community Connections: Small group volunteer (Adult) - focus on support for women

Major Objectives	Qualifications
<ul style="list-style-type: none"> <li>• Encourage participation for group activities for enjoyment, learning, cultural exchange or social sharing amongst newcomers to Canada and long-time residents</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to work well with people of diverse backgrounds</li> <li>• Open-minded and approachable; non-judgmental and respectful of all people</li> <li>• Adult-centered learning approach</li> <li>• Resourceful, self-motivated, enthusiastic; outstanding interpersonal,</li> </ul>

<ul style="list-style-type: none"> <li>• Share skills and experience to support newcomer familiarity with Canadian culture</li> <li>• Facilitate activities that encourage socializing, mobilizing and assisting newcomers develop practical and information navigation skills, in group such as: basic and intermediate computer, sewing and handicrafts, swimming for moms &amp; daughters, family swimming, cultural club, legal &amp; health education &amp; skills development, gardening, walking &amp; yoga, cooking in friendship.</li> <li>• Act as a role model and help newcomers bridge their cultural differences in a supportive atmosphere</li> </ul>	<ul style="list-style-type: none"> <li>• Resourceful, self-motivated, enthusiastic; outstanding interpersonal, organization and communication skills</li> <li>• Must be responsible and reliable</li> </ul>
<b>Responsibilities</b>	<b>Orientation/training:</b>
<ul style="list-style-type: none"> <li>• Work as a part of a team with CCLC staff person, other volunteers and newcomers participants</li> <li>• Help with supplies or equipment needed for special activities or projects</li> <li>• Help to create an inclusive and respectful atmosphere within the small group</li> <li>• Complete a Volunteer Exit Survey</li> <li>• Time commitment of 2-2 ½ hours weekly for 3 or 4 month sessions or seasonal groups, as in summer, winter or March Break.</li> </ul>	<ul style="list-style-type: none"> <li>• Community Connections Orientation Session and Interview</li> <li>• Attend special training when requested</li> <li>• Provide Police Record Check and two references</li> </ul>

### 3. Community Connections: Volunteer Leader

Major Objectives	Qualifications
<ul style="list-style-type: none"> <li>• Lead an outgoing group for skill development and cultural and social exchange</li> <li>• Work with all participants to create a positive group dynamic</li> <li>• Create a friendly and comfortable environment for newcomers to Canada</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to engage newcomers by facilitating specific goals</li> <li>• Willingness to take on some varied administrative details</li> <li>• Sensitivity to differences and the uniqueness of others</li> <li>• Strong organizational and leadership skills; reliability and good interpersonal skills</li> <li>• Special interest in communication, recreation, craft or artistic activities</li> </ul>
Responsibilities	Orientation/Training
<ul style="list-style-type: none"> <li>• Ensure equal participation in group activities/sessions</li> <li>• Supervise group divisions if necessary for group topics or activities</li> <li>• Confirm group sessions: location, resources, administrative detail</li> <li>• Attend regularly as VL or arrange for alternative</li> <li>• Provide feedback to Community Connections staff</li> <li>• Assist newcomers to improve their communication and literacy skills, become comfortable among people of diverse backgrounds and experience.</li> <li>• Assist with informal aspects of understanding Canadian culture and the London community</li> <li>• Complete a Volunteer Exit Survey</li> </ul>	<ul style="list-style-type: none"> <li>• Attend Community Connections Orientation &amp; Interview</li> <li>• Attend <u>Language Supports: Conversational Circle/Remedial Tutoring Workshop</u></li> <li>• Time commitment of 1-2 hours weekly on a prearranged group/circle schedule</li> <li>• Provide Police Record Check and 2 references</li> </ul>

**Group Sample:**

- Conversational circles Volunteer Leader
- Small group Volunteer Leader- i.e. Homework Club, Sewing Group, Skills & Advocacy Leadership Group, Men`s Intercultural Discussion Group, Basic & Intermediate Computer Skills

**4. Community Connections: Volunteer Adult Remedial Tutor for Math & Numeracy Skills**

<b>Major Objectives</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Help newcomer student progress in math skills and understand math concepts</li> <li>• Address identified language issues and communication roles</li> <li>• Help youth and young adults feel successful and confident in their unique learning process</li> <li>• Assist newcomers with practice and understanding of homework directions</li> </ul>	<ul style="list-style-type: none"> <li>• Good conceptual math skills; willingness to work with basic literacy skills</li> <li>• Good interpersonal skills; willingness to work one-to-one in some situations</li> <li>• Committed to punctuality and reliability</li> <li>• Patient and supportive to different learning styles; sensitivity to differences and the uniqueness of individuals</li> <li>• Teaching experience preferred; ESL background or interest in different languages</li> <li>• Work responsively and respectfully with newcomers and CC staff to develop an approach to each students unique needs</li> <li>• Police Check required</li> </ul>
<b>Orientation/Training</b>	<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• Community Connections Volunteer Orientation &amp; Interview</li> <li>• Attend Math &amp; Numeracy Skills &amp; Language Differences: A Tool Workshop</li> </ul>	<ul style="list-style-type: none"> <li>• Meet regularly with newcomer students; to evaluate progress together toward concrete goals</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide regular feedback to Community Connections Staff regarding progress</li> <li>• Diligently attend to tasks assigned to the student or help requested</li> <li>• Complete a Volunteer Exit Survey</li> <li>• Fulfill time commitment to meet weekly for minimum 2 hours for 3 months or an agreed upon period.</li> </ul>
--	---

**Examples:**

- Assist with weekly math and science homework
- Assist newcomers to complete special projects with sequencing and organizing challenges
- Develop and practice numeracy skills routines
- Search out and introduce game-based group opportunities to make math fun
- Participate in small group tutorials with groups of newcomers

**5. Community Connections: Conversational Mentor Volunteer**

<b>Major objectives</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Offer opportunities for newcomers to Canada to practice their language/communication skills</li> <li>• Assist with informal aspects of understanding Canadian culture and the London community</li> <li>• Participate with other volunteers in facilitating conversational topics suggested by newcomers.</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in people with different backgrounds</li> <li>• Sensitivity to differences and uniqueness of individuals</li> <li>• Interest in languages</li> <li>• Background in ESL or experience in other countries an asset</li> <li>• Police Check required</li> </ul>
<b>Orientation/Training</b>	<b>Examples of Conversational Circles</b>
<ul style="list-style-type: none"> <li>• Attend a Community Connections Volunteer Orientation &amp; Interview</li> <li>• Attend Language Support:</li> </ul>	<ul style="list-style-type: none"> <li>• Conversational Circles for social interaction - for adult only- held at London Public Library locations and</li> </ul>

<p>Conversational Circles &amp; Remedial Tutoring Workshop</p> <ul style="list-style-type: none"> <li>• Police Record Check &amp; 2 references</li> </ul>	<p>neighbourhood resource centres</p> <ul style="list-style-type: none"> <li>• Summer Circles- a mix of activities &amp; sit-down chats on chosen topics</li> <li>• Family-oriented Conversational Circles- partnership with organized groups</li> </ul>
---	--

## 6. Executive

Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Reception: answer telephone, greet clients and visitors; direct calls and visitors to appropriate destination</li> <li>• Strong organizational skills and ability to work under pressure is required</li> <li>• Fluency in English is necessity</li> <li>• Previous administrative and switchboard experiences highly recommended</li> <li>• Typing and filing, database work, sort and distribute mail, photocopying, maintenance of documents, records and forms, other clerical duties as needed</li> <li>• Relief coverage on reception desk</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent organizational and interpersonal skills</li> <li>• Motivated and goal-oriented</li> <li>• Experience working on team projects</li> <li>• Ability to work with people from diverse cultural backgrounds</li> <li>• Strong communication skills</li> <li>• Demonstrated positive attitude and behaviour</li> <li>• Adaptable, innovative and resourceful</li> <li>• Consistent ability to learn and to respond constructively to change</li> <li>• Post-secondary education in Management and/or Business Administration</li> <li>• Ability to work independently</li> </ul>

## 7. Human Resources Mentorship Placement

Learning Objectives and Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Administrative support for internal and external recruitment</li> <li>• Employee annual satisfaction survey</li> <li>• Job descriptions</li> </ul>	<ul style="list-style-type: none"> <li>• A positive attitude to work and meeting new people</li> <li>• Third year Human Resources student</li> <li>• Good writing skills</li> </ul>

<ul style="list-style-type: none"> <li>• Checking references for volunteers</li> <li>• Filing</li> <li>• Other duties as agreed upon with supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Knowledge of computers</li> <li>• Attention to detail</li> <li>• Accuracy</li> <li>• Appreciation and respect of diversity</li> </ul>
---	---

### 8. Intake Worker- Language Assessment and Referral Services (LARS)

Responsibilities	Hours
<ul style="list-style-type: none"> <li>• Provide front line information, resources and services to adult newcomers through the provision of a structured intake process</li> <li>• Receive drop-ins and/or scheduled appointments for newcomers wishing to have their English Language skills assessed</li> <li>• Assess internal and/or external language support when client has no English Language skills</li> <li>• Create manual clients files ensuring confidentiality of all client information</li> <li>• Complete manual forms</li> <li>• Provide clerical support to LARS (e.g.) filing, photocopying, shredding</li> <li>• Lunch hour reception coverage</li> <li>• Follow all policies and procedures as required to maintain a pleasant, healthy and safe working environment</li> </ul>	<ul style="list-style-type: none"> <li>• 8:30 to 4:30 Monday to Friday- when regular Intake worker is on vacation or otherwise absent</li> <li>• 4:30 to 6:30 on alternating Wednesdays and Thursdays to provide reception for clients with evening appointments</li> </ul>

## 9. Intercultural Research Specialist

Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Collect and compile research data related with the international and national trends of intercultural education and training</li> <li>• Look up data and find research material required for the Intercultural Program</li> <li>• Analyze results and form conclusions in order to improve the Intercultural program curriculum</li> <li>• Identify and develop research objectives, methods and quality control measures based on literature searches</li> <li>• Make presentations within department and/or at professional conferences</li> <li>• Contribute to the preparation of publications and/or reports</li> <li>• Document and maintain records systematically such that they can be easily obtained when needed</li> <li>• Ensure the accuracy of the information before filing</li> <li>• Conduct preliminary surveys necessary for the development of the program</li> <li>• Apply research philosophies and principles to conduct research</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor, Masters or Ph.D</li> <li>• Excellent knowledge about research philosophies, principles and techniques</li> <li>• Excellent analytical abilities</li> <li>• Ability to make decisions</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent practical knowledge about the applications of scientific principles</li> <li>• Excellent research abilities</li> <li>• Ability to spot mistakes in research reports and correct them</li> <li>• Ability to work well in a group as well as carry out individual assignments</li> <li>• Excellent computer and internet application skills</li> </ul>

## 10. Jeremiah's House:

Responsibilities	Requirements & Qualifications
<ul style="list-style-type: none"> <li>• Receptionist: answer phones, take messages, convey information to staff and clients</li> <li>• Administrative Duties: photocopying, filing, computer skills as asset</li> <li>• Liaison: some liaison with clients</li> <li>• Cleaning: general household cleaning (cleaning floors, dusting, cleaning kitchen, bathrooms, etc.)</li> <li>• Cooking: assisting with meal preparation for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Interest and flexibility in a newcomer/refugee environment</li> <li>• Minimum high school education</li> <li>• Willingness to learn and follow instructions carefully</li> <li>• Previous travel aboard and experience working with refugees an asset</li> <li>• Familiarity with other language(s) an asset</li> <li>• Flexibility needed for varied working hours, dependent of timing of new arrivals</li> <li>• Police Check required</li> </ul>

## 11. Joseph's House:

Opportunities for Volunteers Include:
<ul style="list-style-type: none"> <li>• Truck/van driver. Person with a vehicle to pick-up and deliver donated furniture, to help refugees on moving day; casual, on-call as needed</li> <li>• Gardener: in the spring, volunteer would help with flower-bed preparation and trim bushes. During summer months, duties involve maintenance of the gardening (watering, weeding and trimming)</li> <li>• Housecleaner: Help with house cleaning, on-call as needed (duties include anything from vacuuming to window washing)</li> <li>• Repair person: volunteer to be on-call for various minor repairs</li> <li>• English Tutor: help newcomers learn basic English</li> <li>• Driver: pick up residents and take them to appointments, shopping etc. and then return them home</li> </ul>

## 12. RAP Program:

Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Provide settlement service orientations to newcomers according to Refugee Assistance Program (RAP) guidelines.</li> <li>• As part of the RAP team, work with staff to provide the necessary support and guidance for clients to ensure that their settlement process goes smoothly</li> <li>• Assist in interpretation and translation of orientation and information materials</li> <li>• Assess client needs and determine the types of services required</li> <li>• Assist clients with necessary paper work, documents required to assist their initial settlement</li> <li>• Assist and accompany clients in search of permanent accommodation</li> <li>• Maintain client confidentiality and up-to-date client files</li> <li>• Escort clients to medical service facilities in the community</li> <li>• Refer clients to various program at CCLC and services in the community</li> <li>• Other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with refugees to Canada</li> <li>• Education: some or completion of college or university preferably in the community and/or social services field</li> <li>• Excellent interpersonal, oral and written communication skills</li> <li>• Self-motivated individual with strong organizational and time management skills; ability to work under pressure;</li> <li>• Knowledge of social and community services in the community</li> <li>• Capacity to work independently as well as within a multidisciplinary team environment</li> <li>• Knowledge of PCs and associated programs – Windows, MS Word, Excel, Access, etc.</li> <li>• Experienced using equipment and visual aids to give presentations</li> <li>• Preference will be given to those who have personal knowledge of the refugee experience and are able to communicate in languages of the current refugee movements</li> <li>• Criminal record check required</li> <li>• Valid driver's license and 3<sup>rd</sup> party insurance required;</li> <li>• Flexibility to work after hours and on weekends</li> </ul>

### 13. Resource Center/Library Assistant:

<b>Responsibilities</b>	<b>Qualifications</b>
<ul style="list-style-type: none"><li>• Catalogue new books, magazines, games, maps and other items</li><li>• Circulation: fill out loan cards, date stamp items, and fill Due Date cards</li><li>• Shelving: returned books to the shelf according to the call number</li><li>• Filing: organization of library subject files</li><li>• Copying: promotional flyers updated and copied for distribution</li><li>• Current Events: clipping, copying and filing articles on international events</li><li>• Fact sheet: search the Internet and news sources for information on countries and cultures around the world for use by teachers and students</li><li>• Flyers: create lists for online resources for international research topics such as refugees</li><li>• Reception: greet patrons and provide orientation to computer lab &amp; library services, messages for staff</li><li>• Respond to requests from library patrons</li></ul>	<ul style="list-style-type: none"><li>• A positive attitude to work and meeting new people</li><li>• Good writing skills</li><li>• Good communication skills</li><li>• Some knowledge of computers (training is available)</li><li>• Attention to detail</li><li>• Accuracy in recording and typing numbers and catalogue codes</li><li>• Appreciation and respect of diversity in staff, clients and volunteers</li></ul>

#### 14. Settlement Volunteer:

This volunteer position will be housed at CCLC location. Volunteer(s) volunteer on behalf of CCLC and as such should comply with the Confidentiality policy of the London Cross Culture Learner Centre.

Responsibilities	Qualifications
<ul style="list-style-type: none"><li>• Provide interpretative services for foreign speaking clients to assist settlement counsellors to disseminate information to recently arrived immigrants and refugees</li><li>• Facilitate clients to access services by telephoning for appointments, explain documents such as letters from Ontario Works, assist clients to fill out forms, write correspondence etc.</li></ul>	<ul style="list-style-type: none"><li>• Referral by a settlement counselor and/or completion of orientation sessions for volunteers assisting newcomers provided by CCLC</li><li>• Knowledge of second language</li><li>• Excellent interpersonal skills as well as oral and written communication skills</li><li>• Excellent organizational skills</li><li>• Ability to work under pressure and meet deadlines</li><li>• Ability to work in a fast paced environment and as part of a multi-disciplinary team</li><li>• Police Check required</li></ul>

## General Volunteer and Student Placements Mandatory Training Requirement

---

Volunteers and students that are interested in providing services at CCLC will have to attend a general mandatory training that will contain the following subjects:

- Accident Insurance Coverage
- Accident Reporting
- Anti-Harassment Policy
- AODA
- Attendance and Punctuality Agreement
- Boundaries and Professionalism

- Code of Conduct (Including Disciplinary Actions)
- Conflict of Interest Policy
- Conflict Resolution
- Confidentiality Agreement
- Commitment and Time Agreement
- Diversity Training
- Emergency Procedures
- Health and Safety
- IT
- Respect in the Workplace
- Scent-free/Alcohol/Medication Policies
- Safe Driving
- WHMIS

**Accident Insurance Coverage:** Volunteers do not qualify for Worker's Compensation if injured while involved in their volunteer role. In order to provide compensation to a volunteer should she/he become injured while performing their duties, the Center provide Insurance benefits the loss of life. For the disbursement, the benefits are the percentage of the principle sum related to the severity of the loss.

Students may be covered by insurance through their university or college. Please contact your placement supervisor to request more information about accident insurance coverage.

**Accident Reporting:** If you are injured while performing assigned volunteer duties, it is imperative to report the injury to the Program Manager or Supervisor who will immediately obtain medical help as needed. The Program manager will also write a medical injury report and advise the Executive Director.

**Anti-Harassment & Violence Policy:** CCLC believes in providing and maintaining a work environment in which all employees, volunteers and clients are free from workplace harassment, sexual harassment, discrimination and violence. There is a zero tolerance policy for actions that could be considered harassment or violent.

**AODA Policy:** Accessibility of Ontarian with Disabilities Act requires volunteers to have an understanding of how to communicate with and serve persons with different types of disabilities. The AODA will provide you with basic information to help you do so. This document is in your volunteer package.

**Attendance & Punctuality:** Attendance is a key factor in all job performance. If a volunteer is absent for any reason or plans to arrive late or leave early, they must notify their supervisor and the program manager as far in advance as possible.

**Commitment & Time:** As a volunteer, many of the clients and staff depend on your service. We recognize that other needs may, at times, supersede a commitment you have made. If you are unable to attend at your regularly scheduled time, please be sure to contact your Program Coordinator in advance to advise of your situation.

**Emergency Contact Information:** It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information.

**Evaluation:** The program manager will be in charge of evaluation.

**IT Policy:** CCLC's "Devices", e-mail, network and Internet resources are business systems for use by authorized employees and volunteers to conduct legitimate CCLC business only. Use of a network/Internet/e-mail connection for any purpose that is not specifically related to CCLC business is generally prohibited during working hours.

**Reference Letter:** Only Program Managers are able to provide reference letters to volunteers. Requests for confirmation of volunteer hours and for references should be submitted to program managers for review and approval.

**Transportation:** If your volunteer role involves a community outing with a CCLC client, there are certain rules that have to be covered. We must have a photocopy of your current, valid driver's license, and if you are transporting children an appropriate child safety seat must be available in the vehicle. It is also mandatory that you carry minimum vehicle liability insurance as specified in the Insurance Act of the Province of Ontario.

**Duty of Confidentiality:** This document is in your volunteer package. CCLC's volunteers and students shall keep confidential all matters coming to their notice or attention as volunteers and/or students, which are of confidential or private nature. Such matters shall include personal information on clients and employees and private business information relating to the CCLC.

- If a student, employee, volunteer or other member of the Centre, is present at a Staff or Board meeting where confidential matters are considered and becomes aware of such confidential information, such person shall have an obligation to keep such information confidential and not to communicate it to anyone else (including spouse and relatives)
- This "Duty of Confidentiality" survives the Volunteer Member's term of duty.

**Conflict of Interest:** This document is in your volunteer package. No Volunteer or student should place himself or herself in a conflict of interest situation with respect to CCLC, its mandate, mission, policies and procedures.

- A Conflict of Interest is a situation where any personal or business interests of a volunteer or student are in conflict with the best interests of the CCLC.
- A Conflict of Interest may occur when a volunteer or student, or one of their family members, gives or receives a direct or indirect personal gain, benefit or advantage.

# General Administrative Information

---



## London Cross Cultural Learner Centre (CCLC)

505 Dundas Street, London, Ontario N6B 1W4

Telephone: (519) 432-1133

Fax: (519) 660-6168

Email: [cclc@lcclc.org](mailto:cclc@lcclc.org)

### Nearest intersections:

On Dundas Street between William Street and Maitland Street (*Next door to Beal Secondary School*)

### Hours of operation:

Monday - Friday 8:30 a.m. - 4:30 p.m.

The Centre will be closed to the public on the third Friday of the month at 12:00 p.m. for the purpose of the monthly CCLC staff meeting.

### Parking or building access

No parking at the building, only limited paid parking on the streets.

**Other parking:** William Street, Maitland Street and Colborne Street. (There is two hour free parking available on Maitland Street.)

## Holidays and Closures

---

### Holidays:

CCLC recognizes eleven (11) days as holidays and grants employees time off work on these days for which the employee is paid Holiday Pay, subject to the conditions outlined herein. The recognized holidays are:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday	Boxing Day
Easter Monday	Labour Day	

### Inclement Weather:

1. During snow storms, CCLC will close ONLY when BOTH School Boards are closed.
2. A notice will be posted on CCLC's website, Facebook page and Twitter account for public information.
3. Managers are notified when CCLC will be closed due to snow.
4. Volunteers should have their department/program manager/supervisor contact information so that they can receive updated information regarding closures and any other extreme weather conditions.

## Volunteer and Student Placement Screening Checklist

<b>Volunteer Name</b>	
<b>Position Title</b>	

Documents Received	Date	Documented By
Application Form - completed		
Volunteer Job Description		
Interview		
Satisfactory Reference Check 1		
Satisfactory Reference Check 2		
Release Form		
Photo Release Waiver		
Valid Police Check		
Valid Driver's License – Attach photocopy of original		
Driver's Abstract		
Resume		
Referred by: _____		
Other (specify): _____		
Attended CCLC Volunteer Information Session		

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Volunteer and Student Placement Application Form

Name \_\_\_\_\_ Date \_\_\_\_\_

Address (*Please include apt. or unit number*) \_\_\_\_\_

Postal Code \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Telephone # (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Cell) \_\_\_\_\_

(*Optional*) Age \_\_\_\_\_ Gender \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship \_\_\_\_\_ Phone No. \_\_\_\_\_

How long have you lived in Canada? \_\_\_\_\_ How long have you lived in London? \_\_\_\_\_

Previous volunteer experience

---

---

---

---

---

---

---

---

Previous work experience

---

---

---

---

---

---

---

---



Education / Training History

---

---

---

Special skills, hobbies or interests:

---

---

What languages do you speak?

---

---

What do you hope to achieve by volunteering with our organization?

---

---

---

Why do you want to volunteer?

- |   |  |
|---|--|
| <input type="checkbox"/> Student Placement              | <input type="checkbox"/> High School Volunteer Hours |
| <input type="checkbox"/> Skills Development (Soft/Hard) | <input type="checkbox"/> Personal Growth             |
| <input type="checkbox"/> Networking                     |  |

What type of VOLUNTEER work are you interested in?

---

---

---

- Mentoring/Match    Small Groups    Administrative    Leadership    Other

Do you have your own transportation? \_\_\_\_\_ Best time to call you \_\_\_\_\_

**Welcoming the world to London since 1968**

Preferred Commitment:

- |  |   |
|--|---|
| <input type="checkbox"/> Special Event     | <input type="checkbox"/> Project            |
| <input type="checkbox"/> Student Placement | <input type="checkbox"/> Less than 6 months |
| <input type="checkbox"/> 2 years           | <input type="checkbox"/> 1 year             |
| <input type="checkbox"/> Ongoing           |   |

Availability:  Weekdays  Evenings  Weekends  Variable

Please describe any experience working with people of different cultural backgrounds:

---



---



---



---

Would you agree to a Police Record Check?  Yes  No

References: Please provide the name and contact information for two references other than family members, such as minister, employer, volunteer manager etc.

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Email & phone no.: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Email & phone no.: \_\_\_\_\_

I declare the information on the form to be accurate and true. I give my permission for a representative of Cross Cultural Learner Centre to contact the references listed above.

- |   |  |
|---|--|
| I would like to be contacted about upcoming activities.           | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| I would like to receive a newsletter.                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| I would like to receive information on fundraising opportunities. | <input type="checkbox"/> Yes <input type="checkbox"/> No |

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Volunteer and Student Placement Reference Check Form

Date	
Volunteer Name	
Reference Name	
Relation to Volunteer	

Please rate applicant on the following qualities (1 = Poor, 5 = Excellent)

	1	2	3	4	5	N/A
Reliability	1	2	3	4	5	
Ability to perform and complete tasks	1	2	3	4	5	
Interpersonal skills with adults	1	2	3	4	5	
Interpersonal skills with children	1	2	3	4	5	
Problem solving skills	1	2	3	4	5	
Leadership skills	1	2	3	4	5	
Responsibility	1	2	3	4	5	
Acceptance of guidance and supervision	1	2	3	4	5	

1. How long have you known the applicant?
  2. In what capacity?
  3. Would you re-hire the applicant? Why or why not?
  4. How does the applicant work individually?
  5. How does the applicant work in a group?
  6. Additional comments about the volunteer:
  7. What transferrable qualities does the volunteer have to support a newcomer?
  8. Any previous experience of the volunteer to support newcomers in their role?
- a. Please indicate the level of confidence you have in the applicant as related to the volunteer position: Very Confident   b. Confident   c. Apprehensive   d. Do not know

-----

Recorded by

-----

Date

# Volunteer and Student Placement Training



Type	Documentation	Date	Notes
CCLC Mission Statement			
Organizational Chart			
Police Check			
Safe Driving Policy			
Confidentiality			
Conflict of Interest			
Anti-Harassment and Violence			
IT – Computer Use			
Emergency Procedures			
Health and Safety Procedures			
WHMIS			
Code of Conduct			
Professional Boundaries			
Attendance – Call-in procedures			
Scent-free environment			
Diversity - Respect			
AODA			
Orientation Policy Acceptance			
Education (certifications, diplomas, etc.)			
Other (as needed per program)			
First Aid/CPR			
Food Handling			
Admin/Reception			
Child minding			
Software			
MS Word			
PowerPoint			
Excel			
Access			
Other (as needed per program)			
Event Planning			
Social Work			

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date