

FCJ REFUGEE CENTRE



“Walking with uprooted people”

VOLUNTEER POSITIONS FEBRUARY 2017

The volunteer opportunities at FCJ Refugee Centre are from Monday through Friday (9 am to 5pm) at our location 208 Oakwood Avenue Toronto, ON. The schedule is very flexible it will depend on your availability.

This is a great chance to meet people and work with other volunteers and develop skills in a non-profit organization working with precarious migrant populations.

RECEPTION/FRONT DESK.

This is a key position for the FCJ Refugee Centre because you have to be familiar with the services we provide. You will learn about our Referral book and other tools we use to support clients at the front desk and/or by phone.

Basic Skills:

- Strong organizational, time management, and planning skills and the ability to multi-task.
- Excellent interpersonal and problem solving skills.
- Friendly and professional phone manner.
- Self-starter with the ability to accomplish goals with minimal supervision
- Effective cross-cultural communication skills.
- Cultural sensitivity and demonstrated skills in working with new immigrants from diverse cultures and backgrounds.
- Computer literacy skills including Microsoft Office, the Internet, and email
- Ability to work with confidential information
- Work from an anti-racist, anti-oppressive framework
- Work in a fast-paced, open-concept office

Other Qualifications:

- Experience in non-profits, working with migrant populations
- Strong social service background is an asset
- Fluent in English, ability to speak another language is an asset.

Some familiarity with the Canadian immigration and refugee processes

Main Responsibilities:

To manage a busy reception area by:

- Answering the telephone in a polite and professional manner and obtaining messages.
- Clearing the voice mail system and distributing messages to the staff members.
- Keeping a log of messages received.
- Welcoming and receiving all clients and directing clients to the appropriate staff person.
- Helping clients to complete the intake form.
- Awareness of all the activities and programs run through the FCJ Refugee Centre
- Booking appointments according to staff schedules and informing staff of their appointments (Also phoning to remind people of their appointments.)
- Making sure all areas are neat and organized at all times.
- Ensuring office equipment is clean and in proper working order.

Other administrative duties:

- Provide basic information to clients: about our services, social services, schools, housing, etc., as found in the referral book.
- Produce and keep track of the daily Sign in Sheet, make sure every client/visitor is registered

Steps to becoming an FCJ Refugee Centre Volunteer:

-Fill out the **VOLUNTEER FORM** and sent it with your resume to cteves@fcjrefugeecentre.org

-Participate in our volunteer information sessions.

To learn more about FCJ Refugee Centre please visit our website at:

www.fcjrefugeecentre.org.