



VOLUNTEER OPPORTUNITY

Resource Connector Volunteer

Frog Hollow Neighbourhood House is a community service organization serving the Hastings-Sunrise community. We are looking for a self-motivated, flexible, and organized individual with excellent communication skills. **Language abilities in addition to English is an asset!** Working collaboratively and under the general direction of the Settlement Resource Connector, the Resource Connector Volunteer will work with a culturally diverse team in support newcomers with language barrier.

Criminal Record Check (CRC) will be required.

Position: Resource Connector Volunteer
Hours: Average 4 to 8 hours per week
Timeline: Application and training ongoing year round
Flexible hours of volunteering and location

Duties and Responsibilities:

- Provide one-on-one support to immigrants and newcomers to Canada. Services to be provided in English and/or First Language:
- navigate public systems (e.g., housing, transportation, finances, legal, income tax, health, employment, etc.)
- access community-based services
- prevent isolation and encourage community involvement
- Practice English through friendly conversation and social activities
- Maintain confidentiality and security of all client information

Benefits for applicants:

- Gain experience working with immigrants and newcomers
- Explore a career with a local not-for-profit and community organization
- Learn how to navigate the government system & programs
- Make a positive impact for newcomers in the community
- Improve communication skills while working with an all-ages team
- Fulfill graduation requirements; reference letter could be available

Training & support provided:

- Comprehensive training will be provided to understand settlement services and government programs navigation
- Regular meeting with the Program Coordinator and/or Program Staff for support, debriefing, information sharing and/or case conferencing purposes

Qualifications:

- Education or working experience related to human services, such as social work, counseling, community support, education
- Demonstrate an ability to work in a multicultural environment, and with individuals and communities affected by discrimination, racism, and culture shock
- Knowledge of resources such as housing and food security is an asset
- Fluency in additional languages is an asset
- Knowledge of barriers and vulnerability that immigrants are facing in settlement and integration is an asset
- Successful completion of a criminal records check is required
- Experience in a not-for-profit or public service context is preferred
- Effective communication skills
- Proven ability to work interdependently in a collaborative environment with colleagues in a small team environment
- Commitment to and ability to meet deadlines

Please apply by emailing to volunteer@froghollow.bc.ca

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