



Resource Centre Area Assistant

The Welcome Centre is equipped with a fully accessible Resource Area with 15 desktop computers, internet access, available web cams, and headphones, printing/photocopying and scanning capacities. A fax machine is also available for sending only. The Resource Area maintains numerous displays highlighting services available in the community that newcomers may find valuable in achieving their settlement goals. An information kiosk also is found in the Centre which provides information in 17 different languages on government funded services available to newcomers. While the primary function of the Resource Area is to support self-directed individuals, groups can book computers to support programming activities.

Volunteer Duties and Responsibilities

Volunteers are to:

- Assist clients to sign in at the Resource Centre Area to access the computers, photocopy/scan and fax machine
- Assist clients utilizing the computer work stations with basic computer functions such as sending emails, formatting documents or troubleshooting
- Assist clients with printing and scanning resources such as the Welcome Centre calendar and newsletter of events/workshops
- Help clients to use the computers to fill out online forms, email documents, conduct Internet search and research information etc.
- Support Welcome Centre staff with organizing, arranging, updating and maintaining information flyers, brochures, bulletin boards and job boards in the resource area

- Support Welcome Centre staff with updating favourites and bookmarks on the computers and white boards/dry-erase calendar
- Assist Welcome Staff with maintaining and securing Resource Area Tracking sheets that record number of Resource Area users, inquiries and instances of providing assistance to service users

Qualifications

- Excellent customer service skills and proficiency in speaking and understanding English
- Welcoming and warm demeanour that creates an inclusive and safe environment
- Knowledge of relevant and appropriate services that support newcomers and immigrants to settle and adjust to life in a new country
- Ability to work sensitively with culturally diverse populations, possess an understanding of issues, concerns and barriers facing newcomers
- Demonstrate interpersonal communication and computer proficiency with MS Office
- Well-groomed appearance and appropriate business casual clothing