



**YMCAs of Three Rivers
Immigrant & Employment Services**

Immigrant and Employment Services
800 King Street West, 3rd Floor
Kitchener, Ontario N2G 1E8
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ymcaimmigrantservices.ca

SERVICE AREA: Immigrant Services

POSITION: Citizenship Support Volunteer Facilitator

LOCATION: 800 King Street West, 1st floor, Kitchener

REPORTS TO: Donna Mozaffarian, Specialty Group Facilitator

E-MAIL: Donna.Mozaffarian@ytr.ymca.ca

PHONE # 519 504 2568

TIME COMMITMENT: Two hours per week

FUNCTION:

This volunteer is responsible for leading the program by following the Discover Canada book and study guide to support newcomers and permanent residents in prepping for their citizenship test. The volunteer will follow the study guide and cover note-worthy material in the Discover Canada book, as well as review answers to example practice questions during program sessions. Our goal is to help and support clients who are preparing to write their citizenship exam, through practice and review.

SPECIFIC RESPONSIBILITIES:

- Using Discover Canada to facilitate clients in gaining a better understanding Canada's history, geography, political system, national symbols, identity and values, and of the rights and responsibilities of citizenship.
- To provide one-on-one support for any clients struggling with the study guide or prep material.
- To provide leadership and work with other YMCA staff and volunteers to deliver the program
- To assist with program related tasks (attendance)
- To develop positive relationships with clients, displaying a professional attitude
- To set up and take down the program area each day, including clean-up of all areas
- To adhere to YMCA agency rules and procedures and maintain confidentiality of agency and client information

QUALIFICATIONS:

- Excellent oral and written English skills, good communication skills
- Background in teaching or tutoring.
- Previous multicultural experience or working with newcomers with little English knowledge would be an asset
- Basic knowledge of K-W area and its resources
- Some knowledge of citizenship or immigration process would be an asset.
- Good interpersonal skills, specifically patience
- Acceptable Criminal Reference Check

COMPETENCIES REQUIRED:

Coaching & Development: Commits to assisting participants, volunteers, staff and self in continuous learning and development.

Communication: Communicates in a thorough, clear and timely manner to support information sharing.

Leadership: Motivates and inspires self and others to take action to achieve desired outcomes.

Results Oriented: Has the ability to manage, lead to achieve, and exceed identified goals.

Relationship Building and Collaboration: Builds positive interactions, both internally and externally, to build enthusiasm and appreciation to achieve work related goals.

Sense of Community: Demonstrates an awareness and understanding of communities and responds to their needs.

Tolerance for Ambiguity: Functions effectively in situations of less than perfect or incomplete information.

In addition to the above competencies the Association Core Competencies are required, **Commitment to Organization Vision and Values,**

Diversity, Integrity, Teamwork.

Note: This position requires a commitment to the YMCA mission and core values, as well as a commitment to building developmental assets in children and adults.

*Building healthy
communities*

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