

## VOLUNTEER ROLE DESCRIPTION: CASE MANGEMENT TEAM

**Case management:** This cluster organizes and runs Legal Clinics where Canadian contacts meet with lawyers to complete refugee applications. Duties include reviewing and saving cases that lawyers have sent after the Legal Clinics, following up with Canadian contacts and Lawyers for any corrections or additional information required, and communicating with Canadian contacts to address questions and to provide status updates.

### Skills required:

- Attention to detail
- Ability to understand government forms
- Organizational skills
- Analytical skills
- Communication skills
- Arabic language skills are an asset, but not required
- Knowledge of refugee settlement strategy an asset, but not required
- Excellent English, written and oral communication skills
- Detail oriented and efficient
- Knowledge of refugee issues highly desirable
- Tech savvy - experience with Salesforce, Excel and Google Drive highly desirable

Time commitment: Willing to commit to a minimum of three months (2 half day shifts/week - 4.5 hours each)

### Work location:

Lifeline Syria Head Office  
40 University Avenue, Suite 420  
Toronto, Ontario

The closest intersection is University Ave. and King St. W. The closest subway station is St Andrew's.

The Lifeline Syria office is also a few minutes walk from Union TTC/GO station.