

VOLUNTEER ROLE DESCRIPTION: SPONSOR RECRUITMENT

Sponsorship Cluster: The sponsor cluster provides support to Lifeline Syria's Sponsor Support Coordinator. The volunteer assists in sponsorship recruitment through approaching diverse organizations, institutions, community groups, and individuals to educate them about the private sponsorship process. The goal is to recruit new sponsors to match with Lifeline Syria's refugee cases. Ultimately, sponsor groups are matched to Syrian refugees referred to Lifeline Syria by Syrian family or friends living in the GTA.

Skills required:

- Excellent customer service skills
- Ability to answer phone calls in a professional manner
- Ability to handle customer/client complaints and questions in a patient and professional manner
- Comfortable with technology and learning new programs
- Comfortable working under pressure (at times)
- Ability to multitask
- Organizational skills
- Arabic language skills are an asset, but not required
- Knowledge of refugee settlement strategy an asset, but not required

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.