



Support Services for Older Adults

## **EXTERNAL POSTING**

**Position Title:** Settlement / Volunteer Support Worker, 1.0 FTE – **TERM POSITION**  
(Effective June 2026 – March 31, 2029)

**Reports to:** Manager, Senior Immigrant Settlement Services (SISS)

**Union Affiliation:** CUPE Local 2348

### **Position Summary:**

We are looking for a compassionate and skilled individual to support older adult newcomers as they settle into life in Canada. This role focuses on helping clients navigate local systems, access community resources, and engage in meaningful programming, including conversation groups and educational presentations that reflect their evolving needs.

In addition to direct client support, the successful candidate will take a lead role in coordinating and supporting our dedicated team of program volunteers. Responsibilities include managing volunteer placements, providing orientation and training, and offering ongoing support and evaluation. In collaboration with the Program Manager, they will help assess program priorities and ensure volunteers are well-prepared and empowered to deliver quality services.

### **QUALIFICATIONS:**

#### **Education:**

- ❖ Undergraduate degree in related field or equivalent combination of education and experience required

#### **Experience, Knowledge, Skills, Abilities:**

- ❖ Certificate in Teaching English as a Second Language (CTESL) is an asset
- ❖ Strong verbal and written communication skills
- ❖ In-depth knowledge of community resources and confidence in making appropriate referrals
- ❖ Demonstrated ability to show initiative, sound judgment, flexibility, and cultural sensitivity
- ❖ Strong interpersonal and relationship-building skills
- ❖ Ability to handle confidential or sensitive information appropriately
- ❖ Comfortable using basic office equipment and technology
- ❖ Proven ability to work effectively both independently and as part of a team
- ❖ Experience working with volunteers
- ❖ Access to a vehicle and/or ability to travel to various SISS sites across Winnipeg
- ❖ Understanding of and sensitivity to the needs and experiences of newcomers, particularly older adults
- ❖ Experience facilitating group sessions and delivering presentations
- ❖ A clear Criminal Record Check is required

Please submit resume to:

A & O: Support Services for Older Adults  
ATTN: Maureen Keelan, Manager, Senior Immigrant Settlement Services  
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**CLOSING DATE: 4:30 PM Friday, June 12, 2026**