

International Casework Support Assistant

Canada Summer Jobs funded position

8 week contract

Start Date: May 18, 2026

End Date: Jul 10, 2026

**Hourly wage \$17.60, + Vacation payment
35 hours per week**

Can be remote

English level: Minimum a level 4 CLB or intermediate

Overview

The International Casework Support Assistant will help Grassroots Response organize multilingual communication, prepare resource materials for displaced individuals, and support administrative tasks related to newcomer assistance. Youth in this role will help translate general information (such as program instructions, housing guidelines, event notices, and onboarding materials), update client communication logs, organize documents, and assist staff with case coordination tasks such as preparing checklists and resource packages.

The youth will not provide counselling, legal advice, or immigration guidance. They will not independently coordinate services or make case decisions. All case-related decisions remain with staff. The youth will strictly perform administrative, communication, translation of general information, data organization, and documentation tasks under supervision.

No fundraising or solicitation activities will be performed.

Tasks & Responsibilities

Client Communication & Resource Preparation

- Translate general organizational materials into relevant languages (Arabic, Tigrinya, Somali, Dari/Pashto, French, Ukrainian or others depending on student language skills).
- Help prepare newcomer welcome packages and house orientation documents.
- Translate general instructions such as event invitations, house rules, safety guidelines, and support program descriptions.
- Assist staff with preparing written summaries of support options for newcomers.

File & Data Organization

- Update client communication logs and support-tracking spreadsheets.
- Organize case-related documents and ensure staff have the information needed for follow-up.
- Assist with preparing volunteer notes, documentation packages, and resource lists.

Casework Support (No Decision-Making)

- Help staff gather basic information needed for follow-up (e.g., preferred language, contact details, self-identified needs).
- Prepare checklists, templates, and multilingual forms for staff use.
- Assist in documenting next steps identified by staff for each casefile.
- Help research general community resources to include in support lists (housing, food banks, employment agencies, ESL programs, etc.).

Volunteer Coordination Support

- Help volunteers understand translated instructions for support tasks.
- Prepare multilingual guides to support volunteers working with clients.
- Track volunteer updates and follow-up notes for staff review.

Community Engagement & Onboarding

- Assist with multilingual outreach for events and newcomer gatherings.
- Prepare culturally informed resource sheets for community groups.

Not Included (to comply with CSJ rules):

- No counselling, crisis intervention, or mental health support
- No case decisions or assessments
- No legal or immigration guidance
- No transportation coordination or deliveries
- No fundraising or donor solicitation
- No financial disbursement or budgeting assistance

Skills Development Plan

Youth will develop the following transferable skills:

| Skill Area | Development Activities |
|---------------------------------|---|
| Communication Skills | Multilingual communication, professional translation of general informational documents, drafting clear written materials for diverse audiences. |
| Digital & Administrative Skills | Using databases, spreadsheets, Google Workspace, organizing documents, case notes, and communication logs, creating multilingual resource guides using digital tools. |
| Collaboration & Teamwork | Working with volunteers, caseworkers, and community partners, coordinating tasks with multidisciplinary teams. |
| Problem-Solving | Identifying language gaps and proposing improvements to multilingual materials, improving documentation clarity and workflows. |
| Cultural Competency | Working with individuals from diverse cultural backgrounds, understanding barriers faced by displaced individuals. |

| Skill Area | Development Activities |
|------------------|---|
| Technical Skills | Google Workspace, CRM-style systems, volunteer communication platforms (WhatsApp), document creation tools. |

Mentor Provides:

- Skills development in multilingual communication and administrative support
- Career training in nonprofit operations and newcomer support
- Access to learning resources ([File](#))
- Support in developing communication and cross-cultural leadership skills

Eligibility Requirements

In order to be eligible, participants must:

- Be between 15-30 years of age, at the start of the funded position.
- Be a Canadian Citizen, permanent resident, or someone to whom Refugee Status has been granted/conferred.
- Have a valid SIN
- International students, and those who are here in Canada on a work, youth, or visitor visa/permit are not eligible for the program.

**This job description pay change. Please reference the job description version code when S*