

## Job Description - Direct Service Volunteer

### Purpose of the Position:

To support program staff to deliver safe, efficient and effective service to participants in a variety of ways while maintaining participant and agency confidentiality.

### Reporting

Program Manager and Director of Fund Development

### Responsibilities

Direct Service Volunteers may be engaged in variety of activities such as, but not limited to those noted below:

#### 1. Reception / Administration

- Greeting and directing participants and members of the public
- Answering multi-line telephone system and directing calls
- Administrative tasks or projects i.e. photocopying, word processing, filing

#### 2. Participant Support

- Active listening, emotional support for participants via telephone or face-to-face
- Child care
- Recreational activities
- Food preparation
- Maintenance activities such as room preparation, cleaning, supply & donation organization

#### 3. Groups

- Group preparation / cleanup activities i.e. room set up / clean up, photocopying, research, food / snack preparation
- Assist with group facilitation as requested by staff
- Child care

#### 4. Maintenance

- Yard maintenance / gardening
- Organizing / cleaning
- Helping with donations – picking up / putting away
- Minor repairs
- Moving furniture
- Dump runs

#### 5. Kitchen

- Kitchen assistance; food prep, serving, etc.
- Organizing / cleaning
- Helping with donations – picking up / putting away

### General Volunteer Requirements

- Must not have received services from The Bridge Youth & Family Services in the last 24 months
- Must refrain from engaging in personal relationships with participants for a minimum of 24 months following participants discharge from service.
- Vulnerable Sector Police Clearance Certificate and maintaining of clearance requirements during course of volunteering

- Completion of Volunteer Orientation session
- CPR, First Aid and Food Safe Certification would be an asset

**Range of Qualifications and Core Competencies that may be required for assigned Volunteer position:**

- Effective listening and communication skills
- Ability to demonstrate empathy and non-judgmental approach with participants
- Ability to maintain appropriate personal boundaries
- Child care experience
- Knowledge and skills in the use of cleaning supplies and kitchen equipment
- Experience with safe food handling practices
- Ability to work both cooperatively as a team member and independently
- Ability to concurrently manage and complete multiple duties, prioritizing as required
- Experience in operating a multi-line telephone system
- Computer literacy in word processing using Windows applications

**Physical / Mental Effort:**

Based on work schedule and responsibilities of position the frequency of the following tasks will vary according to need:

- Answering telephone in an environment with unavoidable distractions and activities
- Providing active listening and support to participants
- Changing priorities and work flow to accommodate needs of others, and imposed deadlines
- Sitting for long periods of time
- Working independently
- Ability to lift up to 30lbs unassisted i.e. children, boxes of supplies, other facility maintenance tasks

**Working Conditions:**

- Busy environment with many interruptions
- Varied facility sites
- Indoor and outdoor, inclement weather
- Travel off-site as necessary

**Volunteer Training to be provided:**

1. Volunteer
2. Position / Activity Specific as required