

POSITION: DIRECT SERVICE VOLUNTEER
PROGRAM: COUNSELLING AND / OR RESIDENTIAL & OUTREACH
DATE: OCTOBER 2017

Responsible To: Program Manager / Volunteer Supervisor
Hours of Work: To be determined

Purpose of the Position:

To support program staff to deliver safe, efficient and effective service to clients in a variety of ways.

Maintaining client and agency confidentiality.

Responsibilities:

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

Reception / Administration

- Monitoring front door security
- Greeting and directing clients and members of the public
- Answering multi-line telephone system and directing calls
- Administrative tasks or projects i.e. photocopying, word processing

Residential

- Active listening, emotional support for clients via telephone or face-to-face
- Child care
- Recreational activities
- Food preparation
- Assisting clients to connect with other community resources
- Transporting clients to appointments or activities as necessary
- Residential maintenance activities such as room preparation, cleaning, supply & donation organization

Legal and Housing Support

- Active listening, emotional support for clients via telephone or face-to-face
- Assisting with: housing searches; document completion
- Accompanying clients to appointments i.e. court, legal, housing search
- Transporting clients to appointments or activities as necessary

Counselling Groups

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

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Maintenance

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

Kitchen

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

2. Following all FTP Operating, Program, Health & Safety and Security policies.

General Volunteer Requirements:

- 18 years of age or older
- Must not have received services from FTP in the last 12 months
- Vulnerable Sector Police Clearance Certificate and maintaining of clearance requirements during course of volunteering
- Valid driver's license and insurance
- CPR and First Aid 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 clients
- 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

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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 clients
- 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:

- Workstation in program area
- 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 Manual which includes: Ontario Health and Safety Act – Safe at Work,
Accessibility for Ontarians with Disabilities Act (AODA)
Food Safety
Workplace Hazardous Materials Information System (WHMIS)
Workplace Violence and Harassment
2. Position / Activity Specific as required

I have read, understood and agree to this description of volunteer activities and working conditions.

Signature

Date

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