

VOLUNTEER RESOURCE ASSISTANT JOB DESCRIPTION

Resource Centre Assistants assist staff in supporting families by providing a warm welcoming environment and supporting the programs and services of the Family Resource Centre. Duties and Responsibilities:

Direct Service

- Greet participants and help create a warm and welcoming environment, friendly and polite
- Providing basic food services to participants
- Assist participants with use of the phone, copier, and computer
- Provide resource information as required
- Apply Centre's policies and boundaries
- Refer to staff as needed
- Maintain confidentiality

Administrative Support

- Photocopying, faxing
- Answering phone and taking messages

Assist with Programs

- Packing and transporting materials
- Preparing snacks
- Administrative tasks as required
- Assisting with set up
- Help facilitate group discussion
- Accept donations

Skills and Qualifications

- 18 years of age and over
- Ability to speak, read and write English
- Respectful of participants and coworkers from diverse backgrounds and circumstances
- Non-judgmental, caring and sensitive when providing service to a vulnerable population
- Able to maintain and enforce boundaries
- Diligent about maintaining confidentiality
- Able to work well both independently and as part of a team
- Able to prioritize tasks and work efficiently
- Conscious of health and safety in food preparations
- Skilled in active listening, self-awareness, and objectivity

Assets

- Technical skills to assist participants with computers
- Familiarity with community resources or knowledge of the social services field
- Ability to lead activities in areas of interest (for example: crafts, games)
- Current driver's license and clean drivers abstract
- Post-secondary coursework in a related field

Accountability and Support

- Volunteers report directly to Resource Centre Co-ordinator
- New volunteers may be supervised by experienced volunteers

Benefits

- ✓ Opportunity to assist Thrive in fulfilling its mission
- ✓ Experience and growth in frontline work in the community services field
- ✓ Opportunity to meet and work with others from diverse backgrounds and circumstances
- ✓ A letter of reference from Thrive after completion