



TITLE: WELCOME DESK – EXETER SITE

Program: Exeter Regional Office

Position Location (full address): 149B Thames Rd. West Exeter, Ontario

Time Commitment: One shift per week, 3-4 hours

Role Description and Primary Responsibilities:

Volunteers assist us at our Welcome Desk (Monday to Friday between 8:30 am - 4:00 pm). In this role, you will serve individuals directly at the Welcome Desk of our Regional office in Exeter. Some examples of how a volunteer serves in this role include:

- Providing a welcoming atmosphere that encourages engagement from individuals who visit the Regional Office.
- Assisting visitors to sign in and out.
- Distributing donated personal hygiene and small clothing items that are stored at the Regional Office Desk and recording the transaction.
- Providing Activity Calendars and other community resource information available at the Welcome Desk; as well as assisting us to stay on top of keeping available copies.
- Maintaining the privacy and confidentiality of people accessing services and support.
- On occasion, assisting with general administrative tasks, such as typing on the reception computer and using the photocopier, answering phones and redirecting calls.

Required Qualifications:

- Current & Clear Vulnerable Person's Sector Check.
- Minimum of 18yrs of age
- 2 written references with contact (1 professional)
- Minimum commitment of 6 months

Experience & Qualifications:

- Excellent customer service skills and a pleasant demeanor
- Good listening skills and a nonjudgmental attitude
- Reliability and punctuality
- Ability to handle stress and conflict in a calm manner
- Experience working with marginalized women and/or individuals with mental health issues is considered an asset
- Current WHMIS training which will be offered at the commencement of the position, as well as ongoing trainings which will be offered annually

Physical and Mental Requirements:

- Must be able to stand for a few hours at a time.
- Must be able to lift up to 20 lbs
- Must be able to climb stair

CLICK HERE TO APPLY NOW: [Volunteer Application Form \(smartsheet.com\)](https://www.smartsheet.com)

Detailed Summary of Position:

The Welcome Desk at our Exeter Regional Office is the first point of contact for all who come to our Regional Office— clients, donors, volunteers and guests. We rely on our Welcome Desk volunteers to help us maintain a safe, accessible and friendly environment for everyone.

We place tremendous value on the contributions of our volunteers to help us support people who walk through our doors seeking services and support each year.

Volunteers with our team play a role in improving the quality of life for people with experiences of homelessness, poverty, mental health, addictions and other complex health issues.

We are proud to include our volunteers as part of our innovative, client- and recovery-focused team. Volunteering at our Exeter Regional Office provides the opportunity for volunteers to gain knowledge about addictions & mental health, to learn of the various services and supports available within the community, and to meet new people.

Reporting Relationship:

The Welcome Desk Volunteer will receive supervision, direction and support from the Regional Manager.

Additional Information:

All those interested in applying for a volunteer role with our agency are required to submit the online application form with resume and references attached.

All those that meet the requirements will be contacted for an interview.