



## TITLE: WELCOME DESK – MY-SISTERS-PLACE

**Program:** My Sisters' Place

**Position Location (full address):** 566 Dundas Street  
London, ON

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

### Role Description and Primary Responsibilities:

Volunteers assist us at our Welcome Desk (Monday to Friday, mornings, afternoons and evenings) and weekend program (Saturdays & Sundays, 10:00 am – 2:00 pm). In this role, you will serve individuals directly at our Welcome Desk at My Sisters' Place. Some examples of how a volunteer serves in this role include:

- Providing a welcoming atmosphere that encourages engagement from individuals who visit My Sisters' Place.
- Distributing donated personal hygiene and small clothing items that are stored at the Welcome Desk and recording the transaction
- Providing MSP 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 the women accessing services and support.
- On occasion, assisting with general administrative tasks, such as typing on the reception computer and using the photocopier.

### Required Qualifications:

- Current & Clear Vulnerable Person's Sector Check.
- Minimum of 18yrs old 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

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

### Detailed Summary of Position:

The Welcome Desk at My Sisters' Place is the Hub of our Home. It is the first point of contact for all who come to My Sisters' Place – 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 more than 1,500 women 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 women 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 My Sisters' Place offers the chance 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:

Indigenous Cultural Lead – Outreach Programs

Program Support – Outreach Programs