



Position Title: Outreach Volunteer

Position Type: Volunteer

Program Area: Community Support Services

Reporting Relationship: Outreach Support Worker, Community Support Services

Program Overview:

East Wellington Community Services (EWCS) is a community-impact organization that addresses the health and care, transportation, employment and social service needs of individuals and families in East Wellington. The Community Support Services program offers resources to those dealing with tragedies, illness, housing problems, financial hardship, family conflict and other circumstances that affect their overall health and well-being.

Position Purpose: To assist the Community Support Services staff in providing a positive and encouraging experience for clients. The Outreach Volunteer will help facilitate the engagement of community resources and supports to individuals and families in order to enhance their integration into the community, and improve their quality of life and independence.

Qualifications: Volunteers in this position must possess strong interpersonal and communication skills. Comfortable working with vulnerable populations; compassionate; non-judgmental. Ability to work well independently and interested in the well-being of others. Must have an ability to take direction and be a reliable team player. Confidentiality is essential for this position. Works amicably with others to get a job done; responds positively to directions; exercises a professional approach using appropriate communication tools; asks questions to ensure understanding. Accuracy and detail oriented. Competent in computer applications such as Microsoft Office, Excel, Publisher.

Ideally, volunteer will have experience working/volunteering in a similar role with a community support organization or relevant area of study at college level.

Duties/Responsibilities may include:

Under the guidance of Outreach Support Worker

- Provides a welcoming, safe environment where clients feel empowered
- Provides client assistance with form completion; supports client with system navigation
- Provides support to clients using community computer
- Assists client with job search and resume preparation
- Provides assistance at community support workshops or other outreach projects and clinics
- Enters information into database
- Shares relevant participant information with Outreach Support Worker
- Maintains confidentiality and non-discrimination policies at all times

- Maintains up-to-date knowledge and awareness of EWCS programs, functions and events
- Behaves in the manner consistent with the values and ethics of EWCS appropriately representing the agency in the community
- Performs other duties as required

Time Commitment: Shifts are available in the morning or afternoon, approximately 3 hours in length. 10 a.m.-1 p.m. or 1-4 p.m.

Screening Level: Volunteer will be required to have a Vulnerable Sector Check completed in the past six months; provide two references; attend a volunteer interview, and complete agency volunteer training and orientation.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION:

I have received a copy of the job description and have read and understood its contexts.

Volunteer Name:_____ **Date:**_____

Volunteer Signature:_____ **Managers Signature:**_____