

First Contact Volunteer

First Contact volunteers ensure that visitors to the agency feel welcome and are directed appropriately with respect to their needs for the Network's services. They also provide general reception coverage, including the direction of incoming telephone calls.

Reports to: Community Engagement Coordinator

Hours: 4 hours a week

Responsibilities

- Basic reception duties – greeting and directing visitors to appropriate services/staff, answering questions, answering phone calls, booking appointments for clients using Coconut Calendar
- Harm reduction – escorting service users to and from the harm reduction room, ensuring clients leave their bags outside if they use the bathroom, tracking inventory, replenishing supply
- Practical assistance – providing clients with Onepot meals, bus tickets
- Other responsibilities specified by supervisor and other staff

Qualifications

- Experience and knowledge about The AIDS Network's services, HIV/AIDS, and harm reduction preferred, but not required as training will be provided
- Share with the organization its mission, vision, and values
- Must be comfortable with crisis intervention and interacting with people from various marginalized backgrounds in a professional non-judgmental manner
- Strong computer and telephone skills
- Willingness to take clients' confidentiality seriously and follow confidentiality guidelines
- Valid police reference check

How to apply

- Download and complete the application and reference forms here: <https://www.aidsnetwork.ca/volunteer>
- Send completed application and reference forms to cec@aidsnetwork.ca