Volunteer Name: _____

Position Title: ***Front Desk Volunteer***

Second Story
WOMEN'S CENTRE

Description:

The individual at the front desk is the entry point for all people connecting with the centre, whether it is their first time or have been before. All must feel welcome and supported to the best of our ability. The Front Desk Volunteer coordinates the happenings at the entry point of the centre including managing the needs of individuals entering or calling the centre, and supporting the organization as a whole in additional tasks where appropriate.

Time Requirements:

- Minimum of 4 hours twice a month within the following time periods:
  Monday, Tuesday, & Thursday 10am - 4pm, Wednesday 11am - 4pm, Friday 10am - 1pm

Duties & Responsibilities:

- Answer phones
- Welcome individuals into the Centre
- Offer referrals as needed
- Gather statistical information
- additional tasks as they arise (ie. organize library of books, update resource list, etc)
- Track personal volunteer hours

Skills & Qualifications & Abilities:

- Ability to multitask
- Personable
- Crisis management skills
- Computer skills

Orientation & Training:

- Police Record Check, Confidentiality form
- Initial meeting with Volunteer Support Coordinator
- Second Story Women's Centre program orientation
- Front desk volunteer training

Other Details:

Support and training for this position will be facilitated by the Volunteer Support Coordinator

Volunteer	Volunteer Support Coordinator	Date