

VOLUNTEER POSITION DESCRIPTION

- Position:** **Welcome Centre Volunteer**
- Location:** 99 Ottawa St. South, Kitchener
- Purpose:** To provide reception duties and administrative support at the Welcome Centre
- Responsibilities:** Greet visitors, staff and people supported
Respond to telephone and in-person inquiries
Receive mail and deliveries
Perform various small clerical tasks
Keep workplace clean and tidy
- Boundaries:** Volunteers will not be alone with people supported
Volunteers will be friendly, courteous and respectful to all visitors, staff and people supported by KW Habilitation
Volunteers will not have access to confidential information
- Qualifications:** Customer service experience
Human Services sector experience
Excellent interpersonal and verbal communication skills
Excellent problem-solving skills
Computer proficiency – Microsoft Word an asset
Proficiency in English – verbal and written
- Characteristics:** Responsible, organized, flexible, friendly, outgoing
Able to follow directions, multi-task, and work independently
Respectful, welcoming, professional
- Other Requirements:** Vulnerable sector Police Records Check
Provide two references
Attend mandatory orientation and training
- Risk Assessment:** Low

- Training:** Volunteers will attend agency and job-specific orientations
Volunteers will complete online trainings
- Violence in the Workplace
 - Health and Safety 4 Steps
 - Accessibility of Ontarians with a Disability
 - WHMIS
- Supervision:** Volunteer Coordinator/Administration team
- Availability:** 9:00am – 12:00pm, 1:00pm – 5:00pm
Monday - Friday
- Commitment:** Minimum of 3 hours per week for 6 months
- Benefits:** Volunteer appreciation events and activities
Be a part of an inclusive and person-centred team
Gain work experience
Develop interpersonal skills
Training opportunities
Meet new people
- How to Apply:**
1. Complete and submit an application. Applications can be found in the Volunteer section of our website: www.kwhab.ca
 2. Attend an interview with the Volunteer Coordinator
 3. Complete screening requirements
 4. Receive notice of next steps