

Volunteer Administrative Assistant

Under direction of the Administrative Assistant you will assist with various tasks related to customer service, client intake and outreach. Specific tasks could include welcoming clients, answering the phone; checking client eligibility criteria, gathering basic client background information; accurately recording client appointments; assistance in orienting and escorting new students to their classes, supporting community outreach efforts and fundraising events.

Responsibilities

- Greet clients courteously in person or by phone
- Assist in responding to incoming phone calls and answering general questions;
- Know the names and functions of all site staff and accurately refer phone calls
- Assist with schedule Settlement; Employment, Interpretation, LINC Intake Appointments;
- Assist client in determining paperwork needed for a settlement counsellor interview.
- Check Clients in for settlement specialists appointments
- Assist staff with photo-copying as requested
- Direct persons on the phone who are looking for the location;
- Assist in maintenance of various inventories
- Become thoroughly familiar with agency programs and services
- Assist Intake Staff with client satisfaction surveys; outcome surveys and feedback forms as well as conducting follow-up contacts in support of maintaining consistent attendance

Competencies

Adaptability

- Changes behavioural style or method of approach when necessary to achieve a goal;
- Adjusts style as appropriate to the needs of the situation.
- Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives

Communications

- Using a variety of communication styles and strategies to foster open communication, the exchange of information and discussion on an ongoing basis

Initiative

- Does more than is required or expected in the job;
- Does things that no one has requested that will improve or enhance services, avoid problems, or develop entrepreneurial opportunities.
- Plans ahead for upcoming problems or opportunities and takes appropriate action.

Service

- Demonstrates strong commitment to meeting the needs of co-workers, managers, clients, or community members, striving to ensure their full satisfaction

Benefits:

- Job satisfaction, professional contacts, and lifelong friendships.
- Opportunity to have positive impact on quality of newcomer clients.
- Availability of training in new skills.
- Opportunity to control work schedule.

Time Commitment and Location

Services are completely client based and will be requested as on-call basis. The commitment requires two to four hours of your time each week for a period of six months.

Qualifications

- Cross cultural sensitivity
- Respectful, open minded and objective
- Willing to listen and learn
- Police security clearance
- Understanding and compliance with HMC policies
- Attendance at general training and program specific trainings

Application Process

- Applying online
- One-on-One meeting
- Submission of resume, volunteer Application Form, valid police clearance, along with a personal interview
- Training for Language Aide Volunteer

Due to the nature of working with HMC Connections clients, a valid criminal record check for vulnerable populations will be required prior to volunteering. In addition, all applicants must attend training as needed. We ask for applicant's patience as these strict selection criteria and processes can take time to complete.

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