

Front Line Reception Worker

Supervisor: Information Support Worker

Level: This position is ranked as a **Tier 2 position** (See brochure for details on Tiers).

Position Description: Volunteers work within the reception area and act as the first point of contact for AIDS Calgary and Shift clients. Volunteers will direct calls, greet visitors and perform general administrative responsibilities.

Objective: To provide information and answer queries. To welcome any visitors to the Calgary Cares Centre or AIDS Calgary and to ensure their visit is pleasant and productive.

Time Commitment:

- One 3 to 4 hour shift, during business hours (either 8:30 am to 12:30 pm or 1:30 pm to 4:30 pm) to suit volunteer's schedule. Regular schedule will be agreed upon between volunteer and supervisor. Most shifts are Mondays.
- Volunteers are required to complete at least 1 shift per month.

Responsibilities:

- Greet clients and the general public in a welcoming and pleasant manner
- Answer and direct telephone calls within the agency
- Give basic referrals over the telephone and in person
- Respect AIDS Calgary Awareness Association's confidentiality policy

Qualifications:

- Experience with the public
- Good telephone manners
- Ability to screen crisis situations
- Ability to multi-task in a fast paced environment
- Administrative experience an asset

Training:

- Complete one Core Training day, which includes the following workshops: Challenging Stereotypes, Safer Sex & HIV/AIDS and Living with HIV/AIDS
- Short session to become oriented to phone system, office procedures and common referrals that we provide to the community

Benefits:

- Volunteer hours and participation will be tracked and can be provided for various purposes required by the volunteer, such as post-secondary applications or work references (after the completion of 30 hours of volunteering)
- Gain current information about HIV/AIDS
- Receive invitations to volunteer appreciation events, agency events, and community celebrations
- Receive copies of the AIDS Calgary and Volunteer newsletter
- Participate in the Annual General Meeting

Application Requirements:

- Submit a volunteer application
- Interview with the Coordinator of Volunteer Engagement
- One telephone reference check will be completed
- Read and sign a Volunteer Contract and Oath of Confidentiality

** All volunteers will participate in a 3 month evaluation with the volunteer supervisor and an annual evaluation with the Coordinator of Volunteer Engagement.

Questions? Interested in being an AIDS Calgary Volunteer?

Contact us:

volunteer@aidsalgary.org

(403) 508-2500

Or download the application form from our website

<http://www.aidsalgary.org/getInvolved/volunteer.shtml>