
VOLUNTEER DESCRIPTION

JOB TITLE: Volunteer Receptionist

SUPERVISION: On-going support is tailored to each volunteer's needs. Volunteer will Report to the Activity Coordinator and/or available program staff

POSITION SUMMARY: Under the general direction of the Program Coordinator volunteer will provide reception duties to help maintain an efficient office environment. Position will be located at CMHA main office.

CRITERIA: Must be 18 years or older and diagnosed with a mental illness/or substance use disorder.

RESPONSIBILITIES & KEY DUTIES:

- Ensure all office supplies are available, organized and put away upon delivery
- Operate office equipment such as: photocopier, telephone and computer as assigned
- Complete monthly Clubhouse activity calendar
- Answer phones-direct & transfer phone calls and messages to the appropriate staff member
- Greet public and members and direct them to appropriate staff member. Facilitate facility tours for potential members, service providers, and students.
- Receive and forward incoming mail to proper manager
- Maintain a clean and tidy work space
- Maintain and organize pamphlet/information area
- Assist individuals with Consumer Facilitation Fund application forms and information. Direct all questions to program staff.
- Ongoing commitment to agency and member confidentiality both internally and externally
- Document in-kind donations and forward to Program Coordinator

KEY COMPETENCIES:

- Organization and time management
- Verbal and written communication skills
- Reliability
- Teamwork
- Interpersonal skills
- Able to follow direction
- Able to accept and incorporate feedback

TIME AND COMMITMENT:

- 2-3 days/week
- Minimum 4 month commitment (2 month probation period)

ACHIEVEABLE OUTCOMES:

- Ability to perform the duties of the position (refer to responsibilities and duties)
- Ability to take direction
- Ability to take and give feedback
- Ability to organize and prioritize workload

BENEFITS:

- Mental Health First-Aid training and other related training
- Skill development
- Safe and supportive working environment
- Peer mentorship

Please indicate your interest in this position by forwarding a letter of interest and a current resume to **hr.kamloops@cmha.bc.ca**. Interviews will be conducted ongoing as applications are received. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

No phone calls Please.

CMHA Kamloops is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Aboriginal Peoples, people of all sexual orientations and genders, and others whom may contribute to the further diversification of the Association.

Thank you for your interest!