**Volunteer Position Posting**

**Title:**

Volunteer Triage

**Agency:**

Rise Calgary

**Locations:**

Forest Lawn office location, Calgary, Alberta, Canada

**Volunteer Hours/Commitment:**

PT Commitment Level 1 year

Volunteer hours primarily between 1:00 PM – 4:00 PM

Monday - Friday

**Company Profile:**

Rise Calgary strives to build a Calgary where all individuals and families are resilient, and all communities are sustainable and connected. We provide access to crucial basic needs services, resources, advocacy, and financial empowerment programming to vulnerable and low-income Calgarians that assist in stabilizing current areas of concern or crises in people’s lives. Our staff and programming strive to empower Calgarians to build capacity and engage with the wider community moving forward.

**Position Summary:**

The Triage Volunteer is the first point of contact for Rise Calgary.  At all times, they must demonstrate a warm, professional and helpful attitude.  The Triage Volunteer will be responsible for answering the door and ‘triaging’ the walk-in clients and supporting various administrative duties for Rise Calgary.

The Triage Volunteer must defer to Rise Calgary Staff or Management for decision making outside of the realm of their normal duties.  In an emergency, the Triage Volunteer will not take on a leadership role.

The Triage Volunteer supports the Vision, Mission and Values of Rise Calgary in all work activities.

**Volunteer – Triage:**

* First point of contact with clients coming to the door.
* Triage client needs to determine level of need.
* May include but is not limited to immediate assistance or booking of appointments for longer resource discussions.
* Build and provide food hampers for housed and unhoused clients.
* Assist clients with photocopying, scanning and other administrative requests.
* Assist clients in accessing computers/phone systems.
* Be familiar with the full range of Rise Calgary programs and services.
* Provide visitors with basic resource information.
* Monitor washroom use and report challenging situations to staff.
* Model and maintain healthy boundaries.
* Ensure the reception area is tidy and presentable, with all necessary stationery and materials are available to both staff and clients.
* Be familiar with the contents of the Front Desk Manual. Follow the duties, policies and procedures outlined within it.
* Maintain office security by following the Policy and procedures manual and the Emergency Response Plan.

**Required Skills/Abilities:**

* Excellent verbal and written communication skills.
* Excellent Customer Service skills.
* Knowledge of or experience in working with marginalized, low income communities.
* Work collaboratively with the Rise Calgary Team.
* Demonstrated work experience as a Receptionist, Front Office Representative or similar role.
* Proficiency in Microsoft Office Suite and Data Entry.  (Experience with data management systems considered an asset).
* Hands-on experience with office equipment. (e.g. fax machines and printers)
* Ability to be resourceful and proactive when issues arise.
* Excellent organizational skills.
* Multitasking and time-management skills, with the ability to prioritize tasks
* Excellent interpersonal skills, honest communication, positive attitude and the ability to carry out duties in a professional manner.

**Qualifications:**

Minimum qualifications:

* Minimum of high school completion.
* Ability to always provide unconditional positive regard to a diverse population
* Attention to detail
* Well-developed interpersonal skills
* Ability to work a varied schedule which. Schedule is mainly during regular office hours but may include evening or weekend shifts.

Preferred qualifications:

* Diploma in or enrolled in a Human/Social Services program.
* 1-2 years experience in the social service sector
* Acquaintance with the philosophical underpinnings of serving marginalized people.
* Knowledge of community resources is an asset.

**Working Conditions:**

* Access to personal and reliable transportation
* Work as part of a diverse, integrated, and interdependent team.
* Combination of sitting, standing, walking, lifting (up to 35 lbs)

Thank you for your interest in this position. Because of time limitations, only the candidates selected for an interview will be contacted.

To apply, email [melody.lemay@risecalgary.ca](mailto:melody.lemay@risecalgary.ca)