

Office Reception

VOLUNTEER JOB DESCRIPTION

Purpose

Recruiting volunteers to assist the Office Coordinator to provide office reception at Brain Care Centre. This volunteer position is the face of the organization and requires someone with a passion for assisting persons' living with disabilities.

Benefits

- Ability to impact a person's, living with traumatic brain injury, life.
- Creating a positive impact on the local community.
- Make a difference in an individual's life by enabling their participation in activities in the community.
- Develop interpersonal and communication skills.
- Experience working in the non-profit sector.
- Experience in the health services field.
- Written and/or oral reference after at least three months of satisfactory service.

Responsibilities

- Answering phone and connecting callers with appropriate staff.
- Welcome walk-in clients and visitors.
- Review calendars (re: Staff appointments, group schedules, etc.)
- Forward incoming emails and faxes
- Make necessary accommodation's to ensure the client's success.
- Ensure the safety and wellbeing of clients.
- Maintain front entrance and coffee area.
- Uphold an open communication with the Office Coordinator and the Volunteer Coordinator.
- Other administrative duties as needed.

Expectations of the Volunteer

- Uphold the core values of Brain Care Centre.
- Develop and maintains a high level of skills and knowledge related to working with people with disabilities.
- Maintain strict professional boundaries at all times.

Competencies

- **COACHING & DEVELOPMENT:** Commits to assisting participants, volunteers, staff and self in continuous learning and self-development.

- **CONFIDENTIALITY:** Maintain a high level of confidentiality regarding clients, staff and business practices and procedures
- **COMMUNICATION:** Communicates in a thorough, clear and timely manner and supports information sharing within the Brain Care Centre.
- **INTEGRITY:** Demonstrates responsible behavior at all times and maintains high ethical standards while maintaining professional boundaries.
- **CONCERN FOR HEALTH & SAFETY:** Acknowledges and understands how to manage and educate others of risk and harm reduction.

Volunteer Requirements

- Empathetic
- Patient
- Polite and Friendly
- Ability to multi-task
- Comfortable operating a multi-line phone system (training provided)
- Comfortable operating copy machine (training provided)
- Basic computer skills with Word, Outlook and Internet
- Problem solving skills
- Strong interpersonal and communication skills
- Enthusiasm for working with persons with disabilities and their caregivers
- Organized
- Willing to learn and experience new things
- Clear Criminal and Vulnerable persons Check no more than 3 months old

How to Apply

Complete application form and forward resume to Christine Hirschi.

Email: christine@braincarecentre.com

Communications, Events, and Volunteer Coordinator

Fax (780) 474-4415

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Edmonton, Alberta

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