

## Volunteer Intake/Receptionist

Times Change Women's Employment Service



Volunteering at Times Change is a rewarding opportunity for someone interested in helping women in the process of moving toward self-sufficiency. It is also an excellent opportunity for those considering study in a career/work counsellor program, community worker program, or interested in the non-profit sector.

We are looking for a volunteer to help us on Tuesday mornings at the front desk each week from 9am-1pm.

### Skills and Qualifications:

- Experience answering telephone calls (friendly and professional)
- An understanding of the services offered at Times Change (all volunteers must attend the *Getting Started* orientation session)
- Excellent command of speaking & communicating clearly in English
- An ability to remain calm when callers are anxious and persistent and to prioritize and handle multiple tasks
- A background in counselling and/or assessment is an asset
- **A commitment to one (four hour) phone shift per week for a minimum of 6 months**

### Nature of Work:

- Greeting clients in a warm and welcoming manner
- Answering multiple phone lines, forwarding telephone calls, taking messages
- Providing information over the phone and in person
- Help clients to understand the services at Times Change
- Assess & schedule clients into the most appropriate service
- Registering clients into workshops
- Refer clients to a staff person when appropriate
- Refer clients to appropriate external services

If you are interested in applying for this position please email a cover letter, outlining why you are interested in volunteering as an Intake/Reception Worker at Times Change, along with a résumé detailing your relevant experience to:

**Iona Frost, Marketing/Outreach Coordinator**  
iona@timeschange.org

Thank you for your interest in volunteering with Times Change. Only candidates who have been selected for an interview will be contacted.