



Volunteer Position Description

Volunteer Position Title: Greeter/Refreshment Volunteer

Date Originally Issued: 11.15

Date Revised: 05.19, 03.20, 10.23

Date Reviewed:

Role:

This opportunity will provide helpful, supportive and friendly assistance to the visitors and clients at Grand River Community Health Centre (GRCHC).

Responsibilities:

- Stock refreshment cart with the supplies provided and set up front screening desk
- Greet and welcome visitors and clients in a friendly manner
- Screen all clients and ensure infection prevention and control procedures are being followed
- Direct visitors and clients as needed
- Meet visitors at front door and bring refreshments (soup/baked goods/oatmeal/hot beverage) or snack
- Track refreshments distributed
- Provide information on local resources (aka food bank) and provide conversation if time permits
- Escort visitors if requested to the needed services within the health centre
- Clean up area around cart and return to the kitchen
- Stock the cart for the next day
- May assist with the distribution of harm reduction supplies

Skills and Qualifications:

- Welcoming and engaging nature
- Passionate about providing great customer service
- Able to work independently
- Committed to confidentiality
- Cooperative with other volunteers and staff
- Reliable and compassionate
- Police check with vulnerable sector screening required
- Cultural sensitivity and comfortable with our priority high risk groups
- Patient, reliable and a genuine interest in the well-being of others
- Observe all GRCHC regulations including health screening requirements
- Experience in mental health/addictions would be an asset

Time Commitment:

- 1 day/week, Monday to Friday
- 4-hour shift
- Minimum 6-month term

Benefits

- Be an integral part of the GRCHC team

- Expand your social and professional network
- Apply your experience in the community
- Learn more about community health centres
- Learn more about community based programming
- Orientation, specific training as deemed appropriate for role and staff support provided

Key Contacts

In this role, you will be accountable to both fellow volunteers and staff for your work. The following volunteers/staff are your key contacts:

- Greeter/Refreshment Volunteer Leader
- Health Promoter
- Volunteer Coordinator

Risk Level: Moderate

This role requires frequent interaction with members of a vulnerable population in a setting with moderate staff supervision. It involves moderate risk levels of safety considerations and interpersonal challenges.

Partnership Agreement

We have discussed this volunteer position description. I have read, understand and agree to fulfill the responsibilities of this position and I make a commitment to carrying out this role to the best of my ability.

Volunteer Name (print)

Volunteer Signature

Date

In turn, the GRCHC commits to supporting this volunteer for the duration of their involvement.

GRCHC staff member

Date