

## Event Assistant

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### Purpose

To assist staff with set up, execution and clean-up of Special Events. Follow the instructions provided by the event lead.

### Duties & Responsibilities

- Welcome participants, help them to sign up and guide them to the appropriate location
- Maintain a warm and welcoming environment where participants are treated with dignity and respect
- Help set up (board) room before the session
- Help set up any equipment required for presentation (laptop, projector)
- Assist staff to prepare materials- photocopying, cutting, sorting
- Arrange promotional materials for display
- Distribute and gather participants' surveys (if needed)
- Assist staff during the event with set-up and clean-up

**Time Commitment:** 4-6 hours on the day of the event

### Skills & Qualifications

- Strong command of the English language
- Clear, confident, accurate and fluent oral communication in English
- Customer Service Experience will be an advantage
- Experience working with adults/seniors in a learning environment
- Sensitivity to and/or understanding of the immigrant experience and challenges facing newcomers
- Commitment to equity and anti-oppressive practices
- Demonstrated ability to work with individuals from diverse backgrounds
- Warm and friendly demeanor and positive attitude
- Mature, Active listener
- Patient
- Self-initiative and enthusiasm
- Application form, interview and 2 references required
- 18+ with a Police Record Check showing no violent offences or offences related to the Vulnerable Sector

### Boundaries & Expectations

- Strict maintenance of confidentiality
- Volunteers are not to offer any services privately and/or for a fee
- Volunteers must direct any questions, queries and concerns to ISGW staff
- Volunteers must decline gifts, favours, and payment from program participants
- Regular communication shall be maintained with program staff
- Volunteers are expected to adhere to our mission
- Participation in the program as a volunteer shall not constitute the promotion of any sales or services for personal gain, nor is it an appropriate platform for recruitment of participants into groups or activities for personal gain (i.e.: groups with private membership, payment of fees, recruitment into religious orders/groups etc.)

## **Training**

Orientation and required training related to the program will be provided before volunteering

## **Supervision**

- You will be in directly supervised by event lead
- Supervision and follow up is provided through the tracking sheets submitted by volunteers. They are expected to provide their volunteer hours through these sheets
- The program volunteers report to our responsible staff member
- The Staff Liaison for this position will be Program Manager, ISGW

## **Benefits**

- Use your skills and experience to support newcomers
- Gain experience in immigrant settlement services
- Gain experience in intercultural communication
- Volunteer at a lively organization committed to diversity
- Meet people from all over the world

## **Risk: MEDIUM**

- Contact with vulnerable clients
- Access to confidential information