

## **Triage Volunteer**

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### **Purpose**

The Triage Volunteer will welcome/screen clients for entry at the front door and assist with various admin tasks.

### **Duties & Responsibilities**

- Greet clients.
- Maintain a warm and welcoming environment where clients are treated with dignity and respect.
- Handle front-line communications.
- Help visitors get the resources they need.
- Assist staff with other administrative responsibilities as needed.
- Responsible for unlocking the front door after determining who can come into the office by checking that the client's name is on an appointment or workshop list.
- Listen carefully to determine if a client wanting to book an appointment is eligible for our services, then:
  - Let the client in to book an appointment at reception, or
  - Explain that we cannot assist with their issue.

### **Time Commitment**

- ✓ 4 hours per week (Monday to Friday 12:00 pm – 4:00 pm except for Thursday 2:30 pm – 6:30pm)

### **Skills & Qualifications**

- Comfortable working with vulnerable populations.
- Confidentiality is essential for this position.
- Cultural sensitivity is an important trait for this position.
- Ability to work well independently
- You like and appreciate working in a team environment
- Sensitivity to and/or understanding of the immigrant experience and challenges facing newcomers
- Commitment to equity and anti-oppressive practices
- Ability to work with individuals from diverse backgrounds
- Familiarity with using a laptop, photocopier, fax machine, scanner and paper-cutter
- You are empathetic, compassionate and non-judgmental.
- Warm and friendly demeanor and positive attitude
- Maturity
- Active listener
- Patient and punctual
- Self-motivated and enthusiastic

### **Training**

- ✓ Orientation - general agency orientation is provided.
- ✓ Training is ongoing and ongoing support is provided.
- ✓ Training is on the job – volunteer(s) work with staff until comfortable to work on their own.

## **Supervision**

Triage volunteers will report to admin staff and the Volunteer Coordinator. They are expected to sign in and out, at each shift.

## **Benefits**

- Use your experience to help those who are new to Canada
- Meet people from all over the world
- Gain hands on experience in a busy reception area
- Gain experience in intercultural communication
- Gain knowledge of various topics about life, laws and rights and responsibilities in Canada
- Volunteer at a lively organization committed to diversity
- A great way to learn about community resources and services available
- Gain experience in the immigrant and refugee serving sector

## **Location**

Immigrant Services Guelph-Wellington, 104 Dawson Rd., Unit 102, Guelph, ON N1H 1A6 Bus Route #11. Parking is free and available.

## **Risk: Low medium**

- Contact with vulnerable clients
- Access to confidential information
- Physical exertion- lifting, moving, and stacking chairs and tables
- Working in a busy and noisy environment