



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

VOLUNTEER POSITION DESCRIPTION

TITLE: Administrative Support

DEPARTMENT: Settlement and Integration Department

REPORTS TO: Volunteer Program

This program provides opportunities for community members to become CIWA volunteers. All CIWA volunteers are required to provide a Calgary Policy Services security check.

SUMMARY OF POSITION

Provide office and service support to the volunteer program through follow up phone calls. Time commitment is 3 months minimum, twice a week, for four hours per shift. Monday to Friday, between 9 am to 4:30pm

DUTIES AND RESPONSIBILITIES

- Monitor outcomes from referral letters issued for Police Clearance check purposes
- Call applicants on time sensitive results for volunteer file opening
- File and record "Initial enrolment for Police Clearance Check Form" for candidates not completing the process
- Monitor provisional Childcare volunteer applicants files, tracking requirements progress
- Remind childcare volunteer applicants on pending requirements
- Book appointments to open regular volunteer file for child care applicants with completed requirements
- Update information in appropriate forms, files and Word-Excel table
- Pass trial period of one month
- Attend and participate in CIWA events

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times

QUALIFICATIONS

- English proficiency – Benchmark 8 and higher
- Organized, able to work independently, and comfortable working in a team environment
- Must be organized, punctual, reliable, responsible, committed and professional
- Respectful of other cultures
- Experience and confidence in working with Microsoft Excel, Word, and Outlook
- Second language is an asset
- Confidentiality is a must
- Background in Human Resources, Social Services, International Studies, or Human Services an asset

If interested, please contact:

Volunteer Program

Direct line 403-517-8830

E-mail volunteer@ciwa-online.com