



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

VOLUNTEER POSITION DESCRIPTION

TITLE: Office Support for Referrals and Tracking Volunteer Hours

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

Ensure the Placement Evaluation, Performance Review, and Volunteer Hour Reporting procedures are maintained and reported by volunteers and staff. Time commitment is 1-2 times a week for 4-8 hours for 3 months minimum.

DUTIES AND RESPONSIBILITIES

- Email and/or call staff providing supervision to program volunteers to discuss referrals from the prior month and the status of the required evaluations from that time period.
- Answer phone calls from supervisors and volunteers regarding questions about volunteer hours and referrals.
- Be aware of volunteer positions and details
- Create excel spreadsheet to track progress and tasks
- Update referral binder with new entries by program
- Conduct over-the-phone evaluations with volunteers that are primarily offsite

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
- Responsible, professional, and committed
- Experience and confidence in working with Microsoft Excel, Word, and Outlook
- Confidentiality is a must
- Second language is an asset
- Must pass trial period of one month
- Background in Human Resources, Social Services, International Studies, or Human Services

If interested, please contact:

Volunteer Program

Direct line 403-517-8830

E-mail volunteer@ciwa-online.com