



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

VOLUNTEER POSITION DESCRIPTION

TITLE: Program assistant / Mentor

DEPARTMENT: Settlement and Integration Department

REPORTS TO: Volunteer Program

This program provides opportunities for community members to become CIWA volunteers. Volunteers are recruited, oriented and trained so that they may support CIWA's staff to provide service to clients. All CIWA volunteers are required to provide a Calgary Policy Services security check.

SUMMARY OF POSITION

Program assistant provides initial information to potential volunteer candidates. Time commitment is 3 months minimum, 2-3 times a week, from Monday to Friday. Shift times depend on volunteer availability and office hours (9:00-4:30pm).

DUTIES AND RESPONSIBILITIES

- Read Office proceedings and follow office protocols
- Shadow a senior volunteer during the first week
- Become familiar with intake, police clearance and welfare intervention check procedures
- Be aware of volunteer positions available, and familiar with new requests from staff
- Answer office phones, take messages, recording it in appropriate forms
- Return messages and provide program information
- Provide information to drop-in visitors and register for next orientation session
- Assist with the volunteer orientation sessions
- Call interpreters to request support with specific client appointments
- 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

- Good English communication skills- English proficiency preferred
- Excellent listening skills to assess candidate abilities, interest and availability
- Organized, able to work independently, and comfortable working in a team environment
- Responsible and committed
- Pleasant telephone manner
- Patient, friendly, and enthusiastic
- 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