



Position Title: Office Volunteer

Department: Volunteer Department

Reports To: SPRINT Senior Care Office Staff

Program Description:

Volunteer Services provides support to over 400 volunteers annually and works closely with program staff who deliver programs/services with volunteer participation. Activities include recruitment, screening, placement, evaluation and recognition of volunteers. This department is also responsible for the Friendly Visiting and Security Check programs and the development of volunteer driven wellness programs that compliment the basket of services offered by SPRINT Senior Care.

Position Summary:

The volunteer Office Volunteer, is a part of 140 Merton street office staff team. The volunteer works closely with the SPRINT Senior Care staff members who have requested assistance with administrative tasks. Main job responsibilities include answering phone inquires from clients & logging the calls, filing, faxing, photocopying, and data entry.

Quality, Health & Safety/Risk Management:

To reduce risk to clients, employees, volunteers and the agency, SPRINT Senior Care expects that all employees and volunteers will work within the mandate of their job description, and abide by the policies and procedures of the agency. Each volunteer is responsible for acting in a way that will not put him/herself or others at risk.

Training:

- Participate in an orientation session with the Volunteer Department and an assigned office staff member requiring the administrative assistance
- Receive regular supervision from the assigned office staff member

Service Responsibilities:

- Administrative tasks including data entry, maintaining computer records, photocopying, filing, responding to telephone inquiries, and send out mailings
- Making phone calls to clients reminding them of appointments or meetings
- Report to assigned office staff to gather instructions for specific task
- Reports any deficiencies to the assigned staff member
- Other duties as assigned

Time, Commitment:

- 6-12 hours per month, Any day between Monday – Friday. Anywhere between the hours of 8:00am – 4:00pm
- Flexible
- Three months commitment

Organizational Responsibilities:

- Represents SPRINT Senior Care and partner agencies positively and professionally in the community
- Maintain relevant program systems, including computer records
- Maintain a general knowledge of all SPRINT Senior Care programs and services
- Participate actively and productively as a member of the Transportation department and of the SPRINT Senior Care staff team
- Participate in regular supervision and performance reviews with the Supervisor
- Maintain accurate and complete documentation for worker responsibilities as required
- Maintains good staff and community relations
- Adheres to all departmental and agency policies and procedures
- Interpret SPRINT Senior Care services to the community
- Reflect positively on SPRINT Senior Care and partner agencies
- Participate positively and constructively in agency and inter-agency meetings
- Participate in professional development as needed

Success Measures:

- Satisfaction from assigned staff member
- Clients pleased with service
- Satisfaction from the volunteer

Benefits and Challenges:

- Helping seniors in the community
- Developing new friendships
- Experience for future employment
- Feel direct accomplishment of helping your community
- Volunteer recognition

Qualifications:

- Must be 18 years or older
- Satisfactory Police Records Check
- Good interpersonal skills
- Reliable and flexible
- Maintain client confidentiality
- Experience working with the frail elderly is an asset.
- Basic computer skills (experience with Microsoft Office and CIMS software an asset)
- Excellent attention to detail
- Demonstrate ability to work independently and part of a team

- Flexibility
- Experience working in an office environment and asset, but not required

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