



wellspring

Volunteer Role Description

Job Title	Online Program Host
Department	Programming
Supervisor	Centre Manager
Revision Date	September 2021

Purpose of Position

The primary duty of the Online Program Host volunteer is to ensure that the Wellspring essence of welcome and care is translated to the online programming context. The Program Host is responsible for ensuring that the program runs smoothly from a technology side and that the Program Leader feels supported.

Key areas of responsibility

- Provide a warm and reassuring welcome to persons joining online programs
- To ensure attendance is properly taken
- To support members and the program leader in using the zoom platform and tools.
- To ensure evaluation poll is launched
- To introduce the program or speaker and close the program
- To connect with a program coordinator for any follow-up required concerning the program
- To ensure Wellspring procedures are followed

Out of scope:

- Active visible participation in the program.
- Emotion support to members during the program

Required knowledge, skills, and abilities

To qualify as an Online Program Host, individuals must:

- be at least 18 years of age
- complete onboarding as a Wellspring Calgary volunteer including references and an acceptable Police Record Check including a Vulnerable Sector Check
- be available for duty as per Wellspring's program schedule

Commitment

- Support a minimum of 2 programs per month for a minimum of one year

Training

Mandatory:

- Wellspring Support Training Module 1 and 2 (complete as offered)
- Program Host training (prior to starting role)

- Wellspring Buddy Shift over Zoom prior to starting role (1 minimum)
- All volunteers go through a staged entry into the role (observer, co-host, host, and finally when ready, solo-host)

Optional:

- Ongoing in-service training
- Program Samplers: ongoing in-service training