



Volunteer Role Description

Job Title	Front Desk Volunteer
Department	Programming
Supervisor	Centre Manager
Revision Date	June 8, 2017

Purpose of Position

Front desk volunteers are the first point of contact for new and returning visitors as they arrive at Wellspring. Along with performing reception duties, they provide information and program registration.

Key areas of responsibility

- provide a warm, friendly greeting to all persons who call or drop in to Wellspring
- answer the phones, directing calls to others in the centre as appropriate
- provide information about Wellspring and the programs and services offered
- introduce cancer patients or their family members to the peer support volunteer on duty
- provide general emotional and coping support to cancer patients or their family members who call or visit Wellspring if the peer support volunteer on duty is busy assisting other persons
- assist members in registering for programs if requested
- provide information about resources or services outside of Wellspring
- assist members in signing out library materials
- assist members who wish to purchase items for sale at Wellspring (e.g., shirts, cards, books)
- accept donations and record donors' names, addresses and telephone numbers for the purpose of issuing tax receipts
- help with general administrative duties such as photocopying

Required knowledge, skills and abilities

- must be at least 18 years of age
- may be a Wellspring member or member of the general community, such as a health care professional or student; if a Wellspring member, no longer using programs for their own acute cancer support needs
- must demonstrate a pleasant phone manner, strong interpersonal and organizational skills
- must be available for front desk duties at times which coincide with Wellspring's needs
- must successfully complete a screening process and training sessions.

Commitment

- a) 4-hour shift either bi-weekly or weekly
- b) or commit to a flexible back up schedule

Training Provided

Must complete:

- a) Wellspring Support Training Modules 1, 2 & 3
- b) Front Desk Buddy Shifts (3)
- c) Ongoing in-service training as offered