



TIMES CHANGE
WOMEN'S EMPLOYMENT SERVICE

**Times Change Women's Employment Service
Currently recruiting: Intake/Reception Volunteer Position**

Volunteering at Times Change is a rewarding opportunity for someone interested in helping women in the process of moving toward self-sufficiency. It is also an excellent opportunity for those considering study in a career/work counsellor program, community worker program, or interested in the non-profit sector.

Daytime commitment: 9am-5pm every Tuesday for a minimum of 1 year (preference given to those can commit to more)

The responsibilities of Intake/Reception Volunteer include:

- Greeting clients in a warm and welcoming manner
- Answering multiple phone lines, forwarding telephone calls, taking messages
- Providing information over the phone and in person
- Help clients to understand the services at Times Change
- Assess and schedule clients into the most appropriate service
- Registering clients into workshops
- Refer clients to a staff person when appropriate

Desired Qualifications:

- Experience with multiple phone lines
- An understanding of the services offered at Times Change (former/current clients encourage to apply) (all volunteers must attend the Getting Started orientation session)
- Excellent command of speaking and communicating clearly in English
- An ability to remain calm when callers are anxious and persistent and to prioritize and handle multiple tasks
- A background in counselling and/or assessment is an asset

If you are interested in applying for this position please forward a cover letter, outlining why you are interested in volunteering as an Intake/Reception Volunteer at Times Change, along with a résumé detailing your relevant experience to Katie Didyk at katie@timeschange.org.