

Times Change Women's Employment Service is a non-profit community agency providing employment and educational counselling and resources for women since 1974.

We are actively looking for women to provide support clients in our resource centre and resume clinic. This is an excellent opportunity for someone interested in volunteering in employment or women's services.

### **Resource Centre (in person)**

- Answering and directing phone calls and responding to walk-in inquiries
- Orient new clients to resource centre equipment, books and resources, and policies; offer tours
- Assisting clients with employment-related research and job search activities
- Maintain online resources, job posting boards in the resource room and online resources by researching the local labour market
- Provide computer and office equipment support to clients
- Processing/registering new clients with the agency and ensuring proper checkin to capture usage statistics
- Identifying clients' employment needs and booking clients into appropriate workshops and services
- Referring clients to internal and external community services as needed
- Other tasks as required; additional responsibilities may be assigned depending on interest and abilities

### **Resume Clinic (in person or Remote)**

- Meet with clients one-on-one via Zoom, phone or in-person for 45 min session
- The primary service is to review resumes, cover letters, or LinkedIn profiles - This is not an editing or resume writing service
- Offer suggestions for improvements, which can include grammar, content and formatting
- Provide information about Times Change services based on the client's needs; (i.e. Employment Services, Educational Counselling, workshops)
- We provide resources and encourage clients to work on their resume themselves or with their employment counsellor if they are eligible.
- Ask the client to fill out satisfaction survey form and return it to reception
- Record volunteer hours

### Skills and Qualifications Required

- Professional, confident, and warm customer service approach
- Clear written and verbal English communication skills
- Ability to help clients with basic computer needs (e.g. setting up email, saving to USB, emailing documents)
- Education and/or experience in Human Resources and or employment services would be an asset
- Strong listening skills and attention to detail
- Ability to organize, prioritize and follow through on tasks independently
- Ability to maintain patience and provide clear instructions to others
- Sensitivity to women's needs and cultural awareness/experience
- Committed to promoting a diverse and inclusive environment
- Stay within 'scope of practice' and job-related boundaries

**HOURS:** To be determined based on organization's and volunteers needs/availability (minimum one shift per week of 4 hours)

**DEADLINE TO APPLY:** January 16, 2023

**START DATE:** Feb 2023

We are an organization providing a women-specific service. The role is part of our front-line service to women as a special interest client group. This gender preference complies with the Ontario Human Rights Code (reference: Special Employment #24.1). The recruiting process is governed by the Times Change Workplace Discrimination and Harassment Prevention Policy.

**Please e-mail your resume and a cover letter to [hr@timeschange.org](mailto:hr@timeschange.org) and put your preference in the Subject line: Volunteer - Resource Centre or Resume Clinic. Volunteer interviews are given as resumes are received.**

Times Change thanks all applicants, however only those selected for an interview will be contacted. No phone calls please.