



## **VOLUNTEER OPPORTUNITY**

### **Front Desk Support At Sunrise Welcome Place**

Frog Hollow Neighbourhood House is a community service organization serving the Hastings-Sunrise community. We are looking for high-energy, creative, collaborative volunteer that provides outreach and promotions for newcomer services. The primary responsibility is to support our new service location: Sunrise Welcome Place – Settlement and Integration Centre, including supporting our programs, clients, and staff.

#### **Skills**

- Good Communications Skills
- Cultural Awareness
- Demonstrating empathy and patience when working with individuals who may be experiencing stress or confusion.
- Teamwork, working collaboratively with other volunteers and staff to provide comprehensive support.
- Second Language beside English is an asset

This role will be working collaboratively and under the general supervision of the Settlement Resource Connector, the Resource Connector Volunteer will support newcomers facing language barriers by working with a culturally diverse team.

**Position:** Front Desk Support Volunteer  
**Hours:** 4hr shift Monday to Thursday (9AM to 12PM)  
**Timeline:** from April to June 2025  
**Location:** Sunrise Welcome Place (2728 East Hastings Street)

#### **Duties and Responsibilities:**

- Reception support, welcoming and receiving clients and connecting them to appropriate services.
- Setting up and taking down of programs (like wiping table and washing dishes) and connection with participant group while facilitators offer individual support before/after sessions
- Providing information on settlement services and local community resources
- Welcoming program participants settlement service needs at Sunrise location
- Making coffee for resource room and programs.
- Maintaining general service areas tidy and organized
- Performing other front desk duties as required at Sunrise Welcome Place
- Practice English through friendly conversation and social activities with participants.
- Maintain confidentiality and security of all client information

**Benefits for applicants:**

- Gain experience working with immigrants and newcomers
- Explore a career with a local not-for-profit and community organization
- Learn how to navigate the government system & programs
- Make a positive impact for newcomers in the community
- Improve communication skills while working with an all-ages team
- Fulfill graduation requirements; reference letter could be available

**Training & support provided:**

- Comprehensive training will be provided to understand settlement services and government programs navigation
- Regular meeting with the Program Coordinator and/or Program Staff for support, debriefing, information sharing and/or case conferencing purposes

**Qualifications:**

- Education or working experience related to human services, such as social work, counseling, community support, education
- Demonstrate an ability to work in a multicultural environment, and with individuals and communities affected by discrimination, racism, and culture shock
- Fluency in additional languages is an asset
- Knowledge of barriers and vulnerability that immigrants are facing in settlement and integration is an asset
- Successful completion of a criminal records check is required
- Experience in a not-for-profit or public service context is preferred
- Effective communication skills
- Proven ability to work interdependently in a collaborative environment with colleagues in a small team environment

The Association of Neighbourhood Houses of BC (ANHBC)'s work is centered on inclusion and equity, to build social connection and to break down discrimination through community building. We strongly encourage applications from people who identify as Black, Indigenous, and People of Colour (BIPOC), individuals with disabilities, and members of the LGBTQIA2S+ communities.

Frog Hollow Neighbourhood House/ANHBC is committed to protecting the health and safety of its employees, volunteers, and the community.

Criminal Record Check (CRC), informational session to volunteer at Frog Hollow and Sunrise Welcome Place Orientation required.

Please apply by emailing to [volunteer@froghollow.bc.ca](mailto:volunteer@froghollow.bc.ca) with your interest in this description.

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