



VOLUNTEER OPPORTUNITY

Front Desk Support at Frog Hollow

Neighbourhood House

Frog Hollow Neighbourhood House is a community service organization serving the Hastings-Sunrise community. We are looking for high-energy, creative, collaborative and friendly volunteers to provide support to Front Desk Services. The primary responsibility is to support walk ins and new participants with introduction to our programs, direct calls and visits to staff.

This role will be working collaboratively and under the general supervision of the administrative team at Frog Hollow Neighbourhood House 2131 Renfrew location.

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

Position: Front Desk Support Volunteer

Hours: 4 to 8 hour shift from Monday to Friday (9AM to 5PM)
twice to three times per week

Timeline: Year round

Location: Frog Hollow Neighbourhood House (2131 Renfrew Street)

Duties and Responsibilities:

- Reception support, welcoming and receiving clients and connecting them to appropriate services
- Directing incoming calls to staff
- Providing information on settlement services and local community resources
- Welcoming program participants
- Making coffee for reception area
- Maintaining general service areas tidy and organized
- Performing other front desk duties as required at Frog Hollow NH
- Maintain confidentiality and security of all client information

Benefits for applicants:

- Gain experience working with community services, as well as 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 in the call transfer system and services provided in our different locations.
- Regular meeting with the Administrative Team 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
- Able to memorize information and direct clients to staff in a friendly and efficient manner.
- 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.

For more information on this opportunity, email volunteer@froghollow.bc.ca

Frog Hollow Neighbourhood House,
2131 Renfrew Street, Vancouver, BC V5M 4M5 604-251-1225