



Job Description

Job Title	Office Volunteer
Reports To	Volunteer & Support Line Coordinator
Date	August 8, 2017

Job purpose

Reporting directly to the Volunteer and Support Line (VSL) Coordinator, the Office Volunteer will provide support to SASC office staff and perform administration and reception duties.

Requirements

- Scheduling and attending a minimum of two office shifts per month.
- Participating in office support volunteer meetings.
- Available between the hours of 9:00am to 4:30pm during SASC's business hours unless otherwise arranged.
- Successful completion of SASC and Office training.

Duties and Responsibilities

- Greeting visitors at the SASC office and directing them appropriately.
- Answering the business line and directing calls appropriately and/or taking messages.
- Performing administrative tasks for staff and committees such as photocopying and shredding.
- Organizing and maintaining SASC resources as needed.
- Helping with mail-outs and material distribution as needed.
- Assisting with agency projects as needed.
- Watering plants.
- Working in accordance with SASC's Mission, Vision and Values.
- Maintaining service user confidentiality (exceptions to this include suspected child abuse or neglect, and/or if the service user is threatening to harm themselves or someone else).
- Seeking support from staff and/or volunteers to debrief as necessary.
- Establishing and maintaining personal boundaries with service users, volunteers and staff.
- Informing the VSL Coordinator of any needed leave of absences or termination of volunteer commitment.
- Remaining current with information and resources.
- Other tasks as assigned by SASC office staff.



Job Description

Qualifications

This position requires knowledge of sexual violence, gender-based violence and intersectional feminism. Must have experience and/or training with crisis intervention, support, and/or advocacy with survivors of gender based-violence.

Working Conditions

This job is performed in a comfortable office environment, with occasional need to interact with clients. Some of the work involves sitting and keyboarding, but there is opportunity to stand and move about the office. The work station is positioned at the front entrance of the SASC office, and therefore there are frequent interruptions to greet visitors and staff as they enter and leave. Additionally, there are interruptions to answer incoming calls.

There may be exposure to details of violence and assault which can lead to vicarious trauma. The need for debriefing, self-care and balance is critical for incumbents in this position.