

**SCARBOROUGH WOMEN'S CENTRE VOLUNTEER ROLE DESCRIPTIONS
ADMINISTRATION AND REFERRAL VOLUNTEER**

Position Title	Administration and Referral Volunteer
Program Area	Information Service
Reports to	Coordinator of Volunteers
Purpose	80%: To provide reception services to individuals accessing the Centre in person or over the phone; To provide administrative support to the Centre by performing tasks such as photocopying or ordering brochures 20%: Assess the needs of callers and visitors and refer them to the appropriate services
Advantages	Volunteers will <ul style="list-style-type: none">• Learn about issues pertaining to women• Have an opportunity to use their strong communication skills• Learn about resources available to women in Scarborough• Have the option of attending our Key Skills Training Program for Volunteers.
Time Commitment	One shift during office hours (3 hours per week). Commitment of 6 months to 1 year
Qualities & Skills	Volunteers will be comfortable using the telephone, have good interpersonal skills, be organized & detail oriented; must be fluent in oral and written English; must have a desire to learn about women's issues
Description of Duties	Volunteers will: <ul style="list-style-type: none">• Be the initial contact for walk-in service users and visitors• Answer in-coming calls and direct to appropriate staff• Provide administrative support (photocopy, fax, order brochures etc.) in addition to reception duties• Assess the needs of callers and visitors and refer to appropriate resources
Training Requirement	On the job training will be provided Volunteers will have the opportunity to attend Key Skills Training

The next training session begins in Winter 2009, and will run for 7 Mondays from 6:30 to 9:30pm.

For more information on this position or how to apply to become a volunteer, please visit our website at www.scarboroughwomenscentre.ca or call 416 – 439 – 7111.