



## Program Support Volunteer Positions Available

### POSITION SUMMARY

In cooperation with the REES Program staff, the Program Support Volunteer is responsible for helping provide support, information and assistance to staff and participants and to work as a team member to help deliver new and existing programs and services.

### RESPONSIBILITIES

- Greet participants and visitors and offer appropriate information and referral, as requested.
- Field and direct telephone and walk-in enquiries regarding REES programs (including the Community Casual Labour Pool).
- Be active listener to persons who need someone to talk with.
- Assist other program staff to ensure a safe environment for staff and visitors.
- Track and record program activities, as directed, for statistical purposes.
- Assist with general office duties (i.e. word processing, photocopying, faxing, mail outs, etc.) as needed.
- Assist participants to use or learn to use Resource Centre computers.
- Assist staff to facilitate daily activities and operation of the Resource Centre.
- Assist in the promotion of REES Programs and services in the community.
- Research and request up to date information that would be of use to visitors, staff, and participants.

### QUALIFICATIONS

1. Experience with and/or personal understanding of the struggles and barriers faced by people with mental health and addictions challenges.
2. Must have the ability to provide a positive atmosphere for participants
3. Ability to work effectively and cooperatively in a team environment.
4. Positive and encouraging individual, who is mature, flexible and reliable.
5. Have a genuine interest and compassion for people.
6. Knowledge of resources and agencies that can assist our participants in creating new goals and integrating into community.
7. Able to teach basic computer skills to beginner computer users.

The successful volunteer will have a strong interest in the REES Program and a dedication to the success of participants and will be able to commit to one 3.5 hour shift per week for at least six months. Please send resume to: Gina Denis at [gdenis@coolaid.org](mailto:gdenis@coolaid.org)