



Front Desk Volunteer

Purpose of Position:

Front desk volunteers are the first point of contact for new and returning visitors as they arrive at Wellspring. Along with performing reception duties, they provide information and program registration.

Responsibilities:

- Provide a warm, friendly greeting to all persons who call or visit Wellspring.
- Answer the phones, directing calls to others in the centre as appropriate.
- Provide information about Wellspring and the programs and services offered.
- Introduce cancer patients or their family members to the peer support volunteer on duty.
- Provide general emotional and coping support to cancer patients or their family members who call or visit Wellspring if the peer support volunteer on duty is busy assisting other people.
- Register members for programs if requested.
- Provide information about resources or services outside of Wellspring.
- Help members sign out library materials.
- Assist members who wish to purchase items for sale at Wellspring (e.g., shirts, cards, books).
- Accept donations and record donors' names, addresses and telephone numbers for the purpose of issuing tax receipts.
- General administrative duties, such as photocopying.

Required knowledge, skills, and abilities:

- Must be at least 18 years of age.
- May be a Wellspring member or member of the general community, such as a health care professional or student; if a Wellspring member, no longer using programs for their own acute cancer support needs.
- Demonstrates a pleasant phone manner, and strong interpersonal and organizational skills.
- Available for front desk duties at times which coincide with Wellspring's needs.
- Must successfully complete a screening process and training sessions.

Training requirements:

- Completion of three training sessions (including in-home and online facilitated learning).
- Completions of three buddy shifts.
- Ongoing in-service training as offered.

What's the commitment? Front desk volunteers are asked to commit to a four-hour shift either bi-weekly or weekly, or commit to a flexible back-up schedule.

To apply:

To apply, complete the [Wellspring Volunteer application form](#) and we will be in touch soon.