

## Prince George Hospice Society

The Solace Centre, the administrative office for the Hospice Society at 1506 Ferry Ave., needs a volunteer on Mondays and/or Fridays from 10:00-2:00pm. Basic reception duties, greeting walk-ins, taking donations and payments, and selling Dream Home Lottery Tickets. Please call Catherine for more information @ 250-563-2551 or [cgladwin@hospiceprincegeorge.ca](mailto:cgladwin@hospiceprincegeorge.ca)

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## Canadian Red Cross

Do you enjoy working in databases and with reports? Are you a friendly, outgoing person who enjoys talking to new people every day? Do you want to help the Canadian Red Cross help vulnerable people by providing much needed support to those who need it the most?

The Canadian Red Cross Society, a non-profit, humanitarian organization dedicated to helping Canadians, as well as the most vulnerable throughout the world, is seeking a Program Administration Volunteer for the Health Equipment Loan Program (HELP).

Reporting to the Coordinator/Team Lead this position provides general office duties to ensure the effective and efficient operations of the HELP Program.

### Key Responsibilities

Provides professional customer service and information to the public, both by telephone and in person

Performs outbound calls and tracking to follow up on overdue equipment or long-term loans

Produces mail/form letters to request the return of overdue items or an update on the status of equipment on loan

Assists with faxing health care professionals regarding the status of their requests

Maintains paper and/or computer records regarding clients, loans, reminders and returns

Compiles statistical reports from the data base, as required

Maintains work area in a clean and orderly state

Participates in disaster planning, preparation and response, as required

Contributes to a healthy and safe working environment

Perform other duties, as required

#### Qualifications

Excellent interpersonal skills, including handling interactions with the general public, clients and colleagues

This position requires a satisfactory Canadian vulnerable sector criminal record check

Strong verbal and written communications skills in English, including telephone etiquette

Ability to work independently with minimal supervision

Ability to work as part of an effective team

Dependable

Ability to effectively execute assigned tasks in a high-pressure environment

Detail-oriented, with a focus on accuracy

Strong organizational skills

Strong computer skills, with working knowledge of Microsoft Outlook, Word, and inventory databases

Ability to operate a photocopier, scanner and fax machine

#### Assets

Experience working with a diverse population

Fluency in a second language

General knowledge and understanding of health equipment

#### Working Conditions

This is an ongoing position and a minimum six-month commitment is desired. Successful volunteers will receive training and support in order to be successful, maintain a safe work environment and provide excellent service to help those in need of this vital service.

Minimum one 4-hour shift per week during hours of operation, Monday-Friday 8:30am-4:30 pm. Shift times are flexible and will be discussed with program supervisor upon successful application. Weekday evenings or Saturday shifts may be available in some locations. Currently recruiting for volunteers to

work in locations: Dawson Creek, Fort Nelson, Kitimat, MacKenzie, Nanaimo, Prince George, Prince Rupert, Quesnel, Whitehorse, Richmond, Burnaby, Vancouver.

Apply now to join our local Red Cross team and become a part of the world's largest humanitarian organization, and one of our 13 million volunteers across the world. The Canadian Red Cross Society is an equal opportunity employer.

Interested parties may submit their application via the Canadian Red Cross online application system, Applications close Jan 31st 2020

While we appreciate all responses, only candidates under consideration will be contacted.

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## Canadian Mental Health Authority

We are looking for a volunteer who might be interested in doing the volunteer Income tax Program for CMHA. We have many people who are very low income or might be on PWD and cannot afford the costs associated with doing their taxes so this is a service we like to provide to them at no cost. Please email [jennifercarter@cmhapg.ca](mailto:jennifercarter@cmhapg.ca) or call 250-564-8644.

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## The Canadian Red Cross

### RESPONSIBILITIES / ACTIVITIES

Responsibility 1. Administrative Duties Performs outbound calls/email and electronic tracking regarding volunteer availability, scheduled shifts and/or confirmations/welcome packages.

Provides direction to volunteers on completing required forms or documentation during recruitment or shift assignment, and during non-response periods may include the completion of reference checks or other steps in the screening process.

Provides direction to volunteers on completing required forms or

documentation during the deployment process

Supports to booking of travel arrangements and tracking of all deployment records.

Ensures volunteer electronic files and/or paperwork are organized and stored in a secure, confidential manner.

Ensures dissemination and tracking of orientation and exit activities at site.

Sends email notices regarding upcoming exit meeting appointments, schedules and tracks exit appointments.

Maintains computer records regarding volunteer schedules and hours.

Completes required tasks at start or end of shift to ensure a smooth hand off.

Provides reports to PS Supervisor as requested.

Keeps work area tidy and alerts supervisor when maintenance or supplies are required.

## Responsibility 2. Customer Service

Activities: Provides professional customer service and information to CRC volunteers and partners, by telephone, email and in person.

Meets and welcomes all workers, new and returning, at site to verify ID and schedule an orientation.

Ensures all new workers receive a site orientation prior to assignment at first shift.

Interacts with DM personnel with care and refers out of scope inquiries to PS Supervisor/Team Lead.

Directs inquiries to appropriate departments, programs, Call Center or Website

Responds to inquiries regarding deployment end dates, early departures or extensions in consultation with PS FOT Lead and Deployments.

Refers inquiries regarding schedule or shift changes to designated scheduling responder.

Observes and educates others on routine precautions to ensure occupational health and safety standards including use of required personal protective equipment and hand hygiene.

Alerts PS Supervisor/Team lead of any accidents or incidents involving CRC staff or volunteers.

Collaborates with PS colleagues to ensure efficient and effective operations.

Participates in disaster planning, preparation, response, and debriefing, as required.

Contributes to a healthy and safe working environment.

Performs other duties, as required.

Due to the health regulations in B.C., this position requires a successful Canadian criminal record check and a satisfactory Vulnerable Sector Check through the B.C. Ministry of Justice. Upon a successful interview, our Volunteer Resource Services (VRS) Team will provide the volunteer candidate with the necessary information needed to complete this requirement

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## Canadian Red Cross

You will enjoy:

**Culture:** an organization that is guided by our fundamental principles of humanity, impartiality, neutrality, independence, voluntary service, unity and universality

**Flexibility:** a schedule that is flexible and fits into your life, vacation plans and family commitments.

**Meaningful Work:** you will be helping people recovering from illness and surgery to stay in their home longer.

Who you are:

You are client focused – you connect with people and are focused on making them feel comfortable, providing solutions to support their health care needs.

You are adaptive – you can shift gears from answering phone enquiries to taking donations, and rolling up your sleeves to get things done.

You are professional – maintaining highly confidential information to protect client privacy, and support safe use of equipment, and provincial sanitation standards.

You are calm under pressure – and work with compassion in a systematic way to balance competing priorities.

You communicate effectively – and will adapt your communication style to work collaboratively with your Red Cross colleagues and clients alike.

In this role you will:

Select the appropriate medical equipment to match health professional referrals, complete minor adjustments to ensure appropriate fit for clients.

Provide instruction(s) on basic equipment use and respond to client enquiries regarding equipment set-up, returns, repairs and loan extensions. Connect with clients and health care providers to verify referral requests, facilitate the loaning and returning of health equipment, make reminder calls, and assist with equipment recalls if required.

Accept financial and equipment donations to the Canadian Red Cross, and issues tax and non-tax receipts as required.

Other duties as required.

Your background:

Interest and/or experience in providing exceptional customer service to Health Equipment Loan Program clients. Excellent interpersonal skills, including working within a busy environment. Ability to empathize with clients concerns to deliver service with compassion.

This position requires a satisfactory Canadian criminal record reference and vulnerable sector check.

Most volunteer shifts in the Health Equipment Loan Program are four hours, however some people choose to do longer shifts. Full training is provided, and most volunteers are fully trained after four shifts.

Some lifting of equipment is required for HELP positions. We suggest volunteers be capable of lifting up to 50lbs.

Full training is provided, however volunteers should be comfortable with using a computer, and have good written and conversational English. Other languages are considered an asset.

Ability to work independently and to collaborate in a team environment.

#### WORKING CONDITIONS

Office work is performed in typical office environment, and warehouse space.

The hours of work for this position may vary but are generally four hours per week, either mornings or afternoons from Monday to Friday. Weekday evenings or Saturday shifts are available in some locations.

Personal protective equipment will be supplied as required, and full

training is provided.