

SISTERING

Position Title:	Admin Reception Volunteer
Reports to:	Office Manager
Shift:	Mondays or Wednesdays or Fridays 9:30am-2:30pm; or 11:30-4:30pm Full days or half days Tuesdays and/or Friday
Commitment:	3 months

Sistering is a dynamic trans-inclusive women's organization that offers practical and emotional support through programs which enable participants to take greater control over their lives. Sistering works to change social conditions which endanger women's welfare. Sistering's philosophy is trauma informed and based on principles of harm reduction and inclusiveness.

Sistering operates a 24/7 drop-in as well as many other services such as employment counselling and opportunities, counselling, medical services, harm reduction programming and practical supports. Sistering is a low barrier service and strives to be a welcoming space for women to come and meet service providers, peer support workers and other women with shared lived experience. The role of the Admin Reception Volunteer is key to establishing a welcoming environment.

Job Summary

The focus of this position is to support Sistering by providing efficient administrative assistance and reception duties. The reception area is in a high traffic area which means there will be a high degree of interaction with women who use the services of Sistering. Along with supporting Sistering in the administrative and receptionist duties this position helps establish a welcoming atmosphere and ensures that everyone is provided the necessary information to help them access the services and know where to go when accessing services at Sistering.

Responsibilities:

Office Administration

1. Assists the Office Manager with smooth day to day operations.
2. Manage maintenance of organization's office equipment and inventory as needed i.e., ensuring photocopier has paper; reception washroom has supplies
3. Couriers outgoing and accepting incoming mail
4. Making cheque requisitions
5. Assisting with donations processing and inventory

Reception

1. Provide reception coverage 5 hours every week.
2. Greets and directs participants and visitors appropriately while letting staff know who is waiting to see them
3. Answer reception phone which includes:
 - Answer incoming calls and **direct them to the appropriate program/person**

- Give organization information regarding programs, program times etc. to callers and/or direct to Drop In
 - Receive and pass on messages to staff
 - Maintains reception log book –that communicates information to *the receptionist who works on Tuesdays and Thursdays*
 - Receives and opens incoming mail and redirects mail where appropriate; records any incoming cheques
 - Operate the mail machine for postage
4. Can assist staff and volunteers with the following but not main priority:
- Photocopying – might be asked for assistance with a large job
 - Faxing – check incoming faxes and put in the correct mail boxes

Qualifications: _____

- Computer Literacy, experience with a variety of computer applications including Microsoft Office especially Excel.
- Knowledge of telephone, communications and security systems
- Thorough knowledge of and proficiency in office administrative practices and procedures
- Excellent communications and interpersonal skills and highly personable
- Demonstrated ability to work independently and to work in a team setting
- Ability to work in a fast paced environment while being calm and patient
- Demonstrated ability to be flexible, and possess excellent organizational and problem-solving skills
- Ability to speak a second language in addition to English considered an asset
- Interest and commitment to women’s and anti-oppression issues
- Interest in and ability to work with women from disadvantaged circumstances and diverse racial and cultural backgrounds
- Experience working in a non-profit organization and knowledge of community resources would be assets

Work Conditions:

Sistering strives to be a welcoming, low barrier services. Sistering is a fast paced environment that works from a harm reduction, trauma informed framework. Due to the nature of the work there may be the risk of exposure to potentially unpredictable behaviours and situations.

We are an equal opportunity employer who values diverse lived experience. We welcome applications from individuals who self-identify on the basis of any of the protected grounds under the Human Rights Code.

Admin Reception Volunteer Training and Orientation

Office Manager is Melissa Troemel

- *Volunteers are required to attend an orientation session and fill out an application form*

General Information

- **Reception entrance is automatically set to open at 9:00 am and lock at 5:00 pm; Drop In entrance is open 24 hours but must be buzzed in during late evening/overnight hours**

Supports and Resources

- Office Manager is available to provide further training, additional information or refresher of information
- Admin staff is available to provide training on mail machine, couriering and other items
- Volunteer Coordinator available to offer additional support regarding volunteer related concerns
- There are two binders at the reception desk that give an overview of reception guide and responsibilities

Confidentiality

- Volunteers are required to sign a confidentiality agreement
- A high degree of confidentiality is required to do this role
- No personal information of staff or participants to be given out.
- Volunteers adhere to the Confidentiality, Anti-Racism and Anti-Oppression Policy and Volunteer Agreement