

Agency Greeter Program Pilot

Purpose: to support clients, caregivers, volunteers and members of the public access service.

Volunteers will;

- Support the needs of stakeholders in reception area
- Enhance support to clients, program staff and volunteers
- Enhance continuity of service provision to young people

Position Summary: volunteers provide a range of supportive client services to stakeholders who attend 30 Isabella. Using supportive client services, volunteers ensure that stakeholders have a positive experience in linking to service. Volunteers who wish to gain skills related to our volunteer driver program are encouraged to apply. Activities include,

- Engaging with visitors to the building in a friendly and professional way
- Providing appropriate child care and support before and after visits
- Assisting stakeholders in problem-solving
- Providing information and support to visitors
- Engaging in appropriate training and regular daytime shifts at 30 Isabella
- Other tasks as assigned

Greeter volunteers facilitate the well-being of young people by being a regular and helpful person before and after what can be emotionally charged access visits.

Competencies:

- Superior customer engagement skills
- Available during regular business hours
- Experience with children and youth
- Flexible attitude, self-motivated, takes initiative and enjoys engaging with people
- Superior social skills, independent work skills, communication skills, problem-solving skills, personal resiliency, life stability, emotional maturity
- Good organization skills
- Able to commit for a long-term role
- Able to remain calm and helpful in challenging situations
- Experience with diverse lifestyles and perspectives