

Office Support- Direct Services

Purpose: support optimal service provision.

Position Summary: volunteers assist in a range of short-term, one-off or longer-term activities within the agency's offices. Activities may include,

- Team or Branch Administrative support with confidential information
- Research projects
- Supporting therapeutic groups- child care or administrative support
- Conducting outreach and confirmation for projects and events
- Supporting children and youth on a one-to-one basis for emergencies

Direct Services Office Support volunteers are an integral link in service to ensure that young people are cared for and administration runs optimally in the service of young people

Competencies: Based on specific role, but may include,

- Good research skills
- Child care experience
- Superior customer service and communication skills
- Excellent organizational skills
- Availability during regular business hours and/or some evenings/weekends
- Flexible, friendly and professional
- Administrative experience
- Strong teamwork skills
- Able to stay calm in an emergency