



Volunteer Job Description

Welcome Volunteer

Location: 167 Sherbrook Street

Placement Contact: Curt Holowick-Sparkes

Phone: 204-784-4006

Email: csparkes@klinik.mb.ca

Purpose: Our Welcome Volunteers are an integral part of the Klinik team and help us create a warm, calm, and welcoming environment for everyone at Klinik. They provide Covid-19 screening and help to maintain cleaning and disinfecting protocols. They share information, help people find their way through the building, and provide assistance to all our visitors in a kind, inclusive, and culturally safe manner.

Main Responsibilities:

- Contribute to a warm and inviting atmosphere for everyone that comes into our building by greeting and welcoming clients and visitors as they arrive.
- Provide Covid-19 screening to people entering the building.
- Direct visitors to either the Front Desk, Medical Assistant on Duty, or System Navigator.
- Use disinfectant wipes to sanitize high-touch areas like public computers and telephones, door knobs and handles, waiting room chairs, etc.
- Maintain general cleanliness of waiting room areas and contact building staff as needed with any building/facility issues.
- Answer basic questions about Klinik and our services and seek out appropriate information as needed.
- Notices general flow of where visitors are, and their time spent in the building.
- In the event of a visitor/client disturbance or medical emergency, support the Klinik staff by providing direction and reassurance to uninvolved visitors (as needed).
- Notify Klinik staff of any unusual occurrences or disturbances.

Other Responsibilities may Include:

- Direct and/or escort people who need help finding different programs and services onsite, (including workshop or meeting attendants, etc.).
- Provide information on resources and services in our surrounding area, including our agency/building partners.
- Check in on clients as needed, especially people waiting for longer periods.
- Check in with visitors in any drop-in areas as needed; including helping visitors with community phone and/or computer use.
- Organize and maintain resources and pamphlets in lobby/waiting area.
- Distribute and/or conduct client surveys as required.
- Assist with crowd control and communicating wait times to clients as needed, under the direction of Klinik staff.

Qualifications and Skills:

- Preference will be given to community members living in the area.
- Awareness and understanding of Klinik's feminist, pro-choice, trauma-informed, anti-oppressive values, and the ability to work in a way that reflects these values.
- Excellent interpersonal and communication skills.
- Open to learning, hearing feedback, and growth.
- Thoughtful, attentive to detail, and organized.
- Friendly personality and a genuine interest in helping others.
- Ability to work with trauma impacted populations with patience and kindness.
- Understanding and respectful of the diverse cultural and socio-economic backgrounds in the community and at Klinik.
- Awareness and comfort with harm reduction principles.
- Ability to understand and express oneself in English, in a clear, concise manner.
- Physically able to stand for extended periods of time, walk distances, and provide mobility assistance as needed. Assist with pushing wheelchairs and/or other transfer aides without direct contact with client.
- Ability to uphold the Klinik and WRHA policies on confidentiality.

Benefits: Volunteering at Klinik as a Welcome Volunteer is a perfect opportunity to:

- Connect with people in our community and be on the frontline of helping others.
- Make a personal contribution to supporting local healthcare.
- Help enhance the quality of services delivered at Klinik.
- Develop your skills and experience working in health services/clinic environment.
- Make personal connections and work as part of a team.
- Gain access to attend additional Klinik training workshops for a reduced fee.

Commitment: One shift once a week for a minimum of 6 months with an option to be called in for additional shifts when needed (put on a casual list to fill in as needed).

Orientation & Training: Klinik's Volunteer Program Coordinator and staff will work together to provide a general orientation to Klinik and the Welcome Volunteer role. Welcome Volunteers will also complete additional trainings at Klinik in:

- PHIA
- Routine Practice/Hand Hygiene
- Trauma Informed Care
- Social Justice and Anti-Oppression
- Social Determinants of Health

Onsite orientation will include information about Health Services, other Services/Resources at Klinik and in the community area, as well as emergency protocols.

Screening Standards: Each applicant is screened using

- An in-person interview
- Two reference checks
- A Criminal Record Check, a Child Abuse Registry Check, and a Vulnerable Adult Abuse Registry Check, from within the past twelve months. (Child and Adult Abuse checks can be obtained by Klinik on your behalf at no charge).
- Welcome Volunteer Contracts are to be reviewed and signed before applicants begin in this volunteer role.