



Vancouver Island Persons Living
with HIV/AIDS Society (VPWAS)

101-1139 Yates Street
Coast Salish Territory
Victoria, BC V8V 3N2

Position Title:

VOLUNTEER: Reception - Information Desk Assistant – Lounge Host

Level of interaction with members/staff/ volunteers:

High level of interaction with members, volunteers, staff, and external enquirers.

Position Objective/Goals:

Working as part of a team, welcome all individuals that walk in or call in to the Society and provide any information requested about the Society, its programs and services. The **Reception - Information Desk Assistant – Lounge Host** is a key volunteer position as it is often the first contact that people have with the Society. A friendly, welcoming, and non-judgmental presence is required, along with good people skills.

Duties:

- Greet walk-in members and visitors.
- Answer the telephone and provide information or transfer calls to the appropriate person.
- Maintain a professional and welcoming manner.
- Make appointments for programs as requested by departments.
- Direct members, guests, and other clientele to the appropriate areas.
- Provide information about the Society, including the programs and services that are offered.
- Make appropriate referrals within the Society and to other organizations.
- Provide handout materials, such as forms; brochures; etc.
- Record keeping (statistics) of phone calls, visits and referrals during the shift.

(These numbers provide us with information on how we can change to provide the best service to all members.)

Skills:

- Responsible, prompt, and enthusiastic.
- Able to work as part of a team.
- Able to deal with the public in a friendly and courteous manner.
- Good people skills.
- Basic computer knowledge.
- Able to multi-task and deal with busy periods.

Benefits:

- Your contribution will ensure that the Society is an accessible, welcoming, and safe place for our members.
- Opportunity to provide input to Society programs.
- Opportunity to learn new skills.
- Letter of reference.
- Build contacts within the community.
- Meet new people and have fun.

Volunteer schedule:

To be determined with Volunteer Coordinator & Administration Staff.

Physical work environment: Office

Equipment use:

- Computer
- Telephone
- Copier

*Whenever possible, volunteer and staff vacancies will be filled by PLHIV, providing the candidate has the necessary qualifications for the vacant position, with the exception of PEER Support Volunteers and PEER Navigation employees where lived experience is requirement.

Please contact support@vpwas.org

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101 – 1139 Yates Street

Victoria, BC

250.382.7927

888.382.7927