



Cancer Assistance Program (CAP) Volunteer Position Description

Position	Client Services Assistant
Role	To provide direct assistance to and register individuals accessing the services of the Cancer Assistance Program (CAP).
Tasks	<ul style="list-style-type: none"> • As the first point-of-contact for all clients, family members and support persons accessing CAP, greet, educate on available services and facilitate access to required services and supports. • Complete initial client intake paperwork and update as required. • Copy, prepare and mail out all new-client packages. • Copy and maintain an adequate supply of forms for use at the Client Services desk. • Support clients, as required, in wig/head covering selection and selection of properly fitted breast prostheses and mastectomy bras. • In collaboration with the Equipment Technician, assist clients with the selection of equipment to effectively meet specific needs. • Register clients for parking services, issue parking passes and complete bookings as required. • Track and issue monthly allotments of oral nutritional supplements and adult incontinence products. • Communicate inventory needs to the appropriate persons in-house. • Communicate trends in service delivery to the appropriate persons in-house so, where possible, service can be adapted to meet current need. • Receive and process all incoming in-kind donations and complete thank-you notes. • Communicate any program concerns or opportunities for program improvement to the appropriate persons in-house. • Complete administrative tasks, on behalf of the staffing team, when such tasks exist and time permits.
Time Commitment	<p>Client Services Assistants are asked to commit:</p> <ul style="list-style-type: none"> • at least one half-day per week and • up to one year* <p>Morning hours: 9:00am – 12:00/12:30/1:00pm (depending on availability) Afternoon hours: 12:00/12:30/1:00 (depending on availability) – 4:30pm</p> <p>*Seasonal volunteers are also welcome – CAP has volunteers that are only available six months/year. These seasonal volunteers off-set one another thus ensuring CAP has year round coverage.</p>

Requirements	<ul style="list-style-type: none"> • compassionate and empathetic • excellent customer service skills • excellent communication and listening skills • ability to write clearly and organize paperwork • ability to lift up to 25 pounds if working independently (if unable to lift up to 25 pounds, volunteer will be placed with a second volunteer that can lift this minimum weight) • ability to walk a flight of stairs, if working independently (if unable to walk stairs, volunteer will be placed with a second volunteer that can manage stairs)
Initial Screening	<ul style="list-style-type: none"> • participation in a position-specific interview with the Coordinator of Volunteers and Executive Director • provision of two (2) character references • completion of a Vulnerable Sector Police Clearance
Training and Skill Development	<p>Mandatory orientation and training:</p> <ul style="list-style-type: none"> • agency orientation • position-specific training <p>Optional training opportunities are available throughout the year (3-4/year). Workshops may address such things as:</p> <ul style="list-style-type: none"> • cancer-related topics • communication and listening skills • grief and bereavement • self-care for volunteers • topics as requested by volunteers
Supervision	<p>Client Services Assistants report directly to the Coordinator of Volunteers on a day-to-day basis and for issues related to their role.</p> <p>The Coordinator of Volunteers also provides overall support and guidance to the volunteer program and takes the lead in addressing agency/policy related issues.</p> <p>If concerns exist with the Coordinator of Volunteers and/or any aspects of the Client Services Assistant's role, the Client Services Assistant is encouraged to address his/her concerns directly with the Coordinator of Volunteers. If concerns have not been resolved following discussion with the Coordinator of Volunteers, volunteers should address these concerns with the Executive Director. If a volunteer's concerns are not resolved by speaking with the Executive Director, the volunteer should address his/her concerns with the Board President..</p>

<p>Working Conditions</p>	<p>Client Services Assistants volunteer their time in the CAP house at 569 Concession Street. Temperatures are managed as per mandated standards and in keeping with volunteer and staff feedback around comfort.</p> <p>A single flight of stairs exists, separating the Client Services Assistants' work space and equipment storage area in the basement. A second flight of stairs exists, separating the Client Services Assistants' work space and the house's second level, which serves as storage for small equipment items and other personal care products.</p> <p>Client Services Assistants may have to carry equipment items, weighing up to 25 pounds.</p> <p>Volunteers are guaranteed a designated work space appropriate for the task(s) they are working on. Depending on the assigned task(s) and other activities taking place in-house, however, work space may be shared.</p> <p>Due to the physical layout of the CAP house and the nature of the services being provided, there are varying levels of noise, often constant.</p> <p>Beverages and snacks are available, free of charge in the CAP office, for volunteers coming and going throughout the day.</p> <p style="text-align: center;">***CAP is a scent-free environment***</p>
<p>Benefits</p>	<p>Rewards</p> <ul style="list-style-type: none"> • knowing that you are breaking down barriers and facilitating access to much needed supports for individuals impacted by cancer • meeting and volunteering alongside an incredible group of compassionate men and women <p>Compensation</p> <ul style="list-style-type: none"> • Reimbursement for Vulnerable Sector Police Clearance