



Volunteer Position Title	Client Intake and Registration Assistant
Volunteer Position Description	<p>About the program:</p> <p>Settlement Workers provide information about the rights and entitlements for new residents of Ontario. They help fill out forms and applications including study and work permits, Permanent Residence as well as citizenship applications. Settlement workers assist in connecting clients with social assistance, legal aid, subsidized housing, employment agencies as well as City recreational programs.</p> <p>Volunteers will work as Client Intake and Registration Assistants. They will support with completing a thorough intake for clients registering newly with AA Settlement Services Program. Intake would capture important and sensitive information that require a deep understanding of AA clientele and their different socio-economic backgrounds.</p> <p>Volunteers will adhere to Access Alliance MHCS confidentiality policy and code of conduct when completing intake and registration.</p>
Tasks	<p>Tasks include:</p> <ul style="list-style-type: none"> • Complete intake and registration for new clients while working closely with Settlement Workers to ensure the registration forms are fully and properly completed • Explain AA service agreement and confidentiality policy • Respond to clients' inquiries during form filling or direct inquiries to the appropriate staff • Ensure safe and friendly environment
Location	<ul style="list-style-type: none"> • AccessPoint on Danforth 3079 Danforth Avenue Toronto, ON M1L 1A8 • AccessPoint on Jane 761 Jane St. 2nd Floor Toronto, ON M6N 4B4 • Access Alliance Downtown 340 College St., Ste. 500 Toronto, ON M5T 3A9
Time commitment	<p>Volunteers need to be available at least one of the following days a week:</p> <ul style="list-style-type: none"> • Mondays • Tuesdays • Thursdays



	<p>Volunteers need to be available at least one of the following time slots:</p> <ul style="list-style-type: none"> • Mornings (10 am -12 pm) • Afternoons (2 pm to 4 pm) • Evenings (5 pm to 7 pm)
Role Type	Administrative
Format	In person (Possibility to provide service over the phone) TTC Tokens are provided
Qualifications & Requirements	<ul style="list-style-type: none"> • Minimum high school diploma is required • Students attending college or University • Advanced computer skills and ability to learn new computer systems • Great Interpersonal and problem solving skills • Great organizational and time management skills • Ability to pay great attention to details • Vulnerable Police Check Screening • Proof of Vaccination against COVID-19 (2 doses required)
Benefits for the volunteer	<ul style="list-style-type: none"> • Work within inclusion and equity frame work • Gain experience working in a team-oriented environment • Gain experience interacting with staff and clients in an anti-oppressive and client centered environment • Gain experience working with newcomers and refugees • Gain experience working within community health clinic setting • Gain valuable experience in intake and registration
# of positions available	6 positions are available
Focus Area	Volunteer and Community Engagement
Application Deadline	May 15, 2022
To apply	Email us at volunteer@accessalliance.ca Please include 'Client Intake and Registration Assistant' on the subject line
For more information about this program contact	Anita Fortuno : afortuno@accessalliance.ca Fouzia Rana: frana@accessalliance.ca Mariam Spanos : mspanos@accessalliance.ca Maha Mohamed: mmohamed@accessalliance.ca

We welcome and encourage immigrants and refugees to volunteer with us! We encourage applications from volunteers who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ2+ communities.