



Volunteer Position Title	Community Resource Center Help Desk Volunteer
<b>Volunteer Position Description</b>	The Community Resource Center or CRC is a space where community engagement for the programs and services offered by Access Alliance happens. Volunteers will provide information and referral, assist clients to use computes, copy, print and fax as well as give direction to programs and services on site.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>• Assist with the client registration, logging in, data entry, trouble shooting, printing, copying, and supporting CRC users;</li> <li>• Greet all people coming into the AccessPoint on Danforth hub;</li> <li>• Carefully listen and respond to inquiries and requests initiated by clients and program users;</li> <li>• Provide clients with information and materials on appropriate resources and services available both within the center and the community;</li> <li>• Provide general community information and referral;</li> <li>• Maintain mailing lists and contact information for affiliated associations in the community;</li> <li>• Manage/tidy resources &amp; keep bulletin boards up to date;</li> <li>• Provide administrative support to team members as required; including filing and photocopying;</li> </ul>
<b>Location</b>	AccessPoint on Danforth, 3079 Danforth Ave Toronto, Ontario M1L 1A8
<b>Time commitment</b>	Starting April 25th - end date based on volunteer Monday - Friday. Shifts can be: 9:00 am - 1:00 pm, 12:00 pm - 4:30 pm, or 9:00 am – 4:30pm
<b>Role Type</b>	Administrative
<b>Format</b>	In-Person
<b>Qualifications &amp; Requirements</b>	<ul style="list-style-type: none"> <li>• Computer skills, including the ability to perform data-entry activities</li> <li>• Able to communicate in English</li> <li>• Customer services skills</li> <li>• Attention to detail</li> <li>• Organizational skills</li> <li>• Works well independently</li> <li>• Dependable/work quality (planning &amp; organizing work)</li> </ul>
<b>Benefits for the volunteer</b>	<ul style="list-style-type: none"> <li>• Gain experience in customer service and community engagement</li> <li>• Volunteering in a community health centre set up</li> <li>• TTC tokens available if needed</li> </ul>
<b># of positions available</b>	3 - 4
<b>Focus Area</b>	Volunteer & Community Engagement
<b>Application Deadline</b>	Until filled
<b>To apply</b>	Complete an <a href="#">application form by clicking here</a> Please fill 'Community Resource Center Help Desk Volunteer' as the "Position Title" in the Application Form
<b>For more information about this program contact</b>	Maria Dasoo – Community Health Worker – Vaccine Engagement Lead <a href="mailto:mdasoo@accessalliance.ca">mdasoo@accessalliance.ca</a>

**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.**