



Volunteer Opportunity Planning and Evaluation Volunteer

About Access Alliance:

Access Alliance Multicultural Health and Community Services is a multi-service community agency that works to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. We do this by facilitating access to services and addressing systemic barriers and poverty. The Centre envisions a future in which Toronto's diverse communities achieve health with dignity.

Focus area: Client Experience Survey

Volunteer Position Description: Volunteers will be trained to support data collection for our annual Client Experience Survey with our diverse client groups facing linguistic and cultural access barriers. You will interact and connect with clients to gather their insights and feedback on their experience with our Primary Care Services.

Tasks:

- Connect with clients while they wait for their appointments, encouraging participating in the client survey
- Liaise with clients and gather their feedback using the provided tools and materials; and
- Support client engagement through use of interpretation services;

Location:

- AccessPoint on Jane (761 Jane St.)
- College Site (340 College St., Suite 500)
- AccessPoint on Danforth (3079 Danforth Ave.)

Time Commitment: 7-10 hours per week (flexible to preferred days of the week within operational hours of our three locations) on-going from December 2023 to February 2024.

Format: In-person

Qualification and Requirements:

- Complete on-boarding as an Access Alliance Volunteer (if not done so already);
- Attend an orientation and training session on the project
- Experience working with ethnoculturally diverse populations in Toronto;
- Above age 18;
- Clear Vulnerable Sector Screen;
- **Ability to communicate any of the priority languages (e.g., Arabic, Portuguese, Spanish, Bengali, etc.) will be an asset;** and

- Ability to work independently and in a team format.

Benefits to the Volunteer:

- Learn community-based research methodology and mixed method realist evaluation practices around how to collect data from diverse communities;
- Learn how to effectively use interpretation services to support clients' language accessibility.

Number of positions available:

- 3 positions at AccessPoint on Jane (761 Jane St.)
- 3 positions at College Site (340 College St., Suite 500)
- 3 positions at AccessPoint on Danforth (3079 Danforth Ave.)

Apply by: until position is filled

Start date: December 4, 2023

To apply: select Apply Now to complete an application

Type "Planning and Evaluation" in the *"Anything you'd like us to know..."* section of the application.

For more information about this program contact Danny Ng
(research@accessalliance.ca or 416-324-0927 ext.3236), Research Program Secretary.

Please note: Due to public health guidelines and organizational precautions around COVID-19, Access Alliance requires all staff, volunteers and students to be fully vaccinated.

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.