

CLIENT SERVICE VOLUNTEER

POSITION DESCRIPTION



MISSION

Providing free services and supports to those affected by cancer.

PURPOSE

To provide direct assistance and register individuals accessing the services of Cancer Assistance Program (CAP).

ACCOUNTABILITY

Manager, Volunteer & Client Services

RESPONSIBILITIES

- Managing front desk reception area, serving as first point of contact for clients and visitors
- Registering new clients, and/or providing additional service to existing clients
- Advising and facilitating access to CAP services and community resources
- Scheduling wig and parking appointments
- Issuing nutritional and incontinence products to clients
- Facilitating wig and/or bra fittings for clients
- Answering and forwarding phone calls
- Keeping reception and coffee station tidy
- Assisting with light administrative duties as assigned

EXPECTATIONS

- Follow all of CAP's policies and procedures
- Maintain a professional manner and appearance
- Maintain confidentiality
- Provide feedback, share ideas and concerns

QUALIFICATIONS

- Strong communication and interpersonal skills
- Excellent active listening skills
- Office experience and proficiency with computer applications considered an asset
- Submission of a Criminal Record & Judicial Matters Check
- Ability to commit to at least one full or half-day shift per week; Monday-Friday from 9:00am-4:30pm

BENEFITS

- Knowledge that you are breaking down barriers and creating access to cancer care for individuals living with cancer
- Meet and volunteer alongside an incredible team of compassionate people
- Learning new skills and gaining professional experience
- Opportunity to share knowledge and/or provide mentorship to others