



CMHA values diversity and welcomes applications from First Nation, Inuit and Metis, New Canadian, racialized, differently abled and LGBTTQIA+ communities.

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### ***CMHA Ambassador Volunteer Services***

**Purpose:**

The Volunteer Services Ambassador supports a variety of administrative functions of the Volunteer Services program, helping with screening volunteers, maintaining up-to-date records for volunteers and assisting to create a welcoming environment for prospective volunteers.

**Tasks:**

- Conduct telephone interviews
- Conduct reference checks (telephone and online)
- Assist with information sessions/group interviews
- Maintain accurate volunteer records on the Volgistics database
- Other tasks as required

**Time Commitment:**

- 3-4 hours per week
- Hours may vary and could include work during the day, evening, or weekends.
- 6 month commitment

**Skill and Knowledge Requirements:**

- Desire to be helpful
- Ability to follow instructions
- Attention to detail
- Understanding of mental health and recovery
- Engaging and outgoing personality
- Punctual and reliable
- Representation of a professional and respectful image
- Non-judgmental attitude and good communication skills (verbal and written)
- Ability to work independently with minimal supervision.

**Other Requirements:**

- Experience working with databases, Microsoft Office including Word, Excel, and Power Point.

**Training and Skill Development:**

- Agency Orientation
- Job specific training
- Monthly In-services on matters related to mental health, mental illness and recovery

**Supervision:**

- Volunteer reports to the Volunteer Resources Coordinator

**Working Conditions:**

- Volunteers work in a professional office environment
- Volunteers will work in a professional office setting that is wheelchair accessible