

HQ VOLUNTEER OPPORTUNITY

790 Bay Front Desk Volunteer

Reports to: Director, Organizational Development, Community & Culture

Location: 790 Bay Street, Toronto, ON

About Us

HQ will be a centre of excellence in gay men's health, providing tailored mental health services, sexual health services, and community/social programming. It will provide an accessible, safe, welcoming space for all cis men and trans people who are into guys regardless of age, race, ethnicity, gender identify, sexual orientation, HIV status, socio-economic status, immigration status or ability. It will provide comprehensive, holistic services that empower clients and promote their physical, sexual, mental, emotional, community and spiritual/social well-being.

HQ works collaboratively with stakeholders and communities to promote health equity, through community engagement, and equitable access and participation in the centre's programs.

Find out more about us at: <https://hqtoronto.ca/>

About the Role

Front Desk Volunteer: Provides phone and walk-in reception for the service users, associates, and staff of HQ. Duties include operating a multi-line phone, maintaining call records, providing basic information about HQ, and directing clients to the appropriate department.

Volunteer shifts: Shifts are flexible at HQ, office hours (Monday to Friday, 12pm to 8pm and Saturday 10am -3pm). Volunteers may select from four 2-hour shifts per day, minimum one 2-hour shift per week (if still available), no maximum

Training: HQ will provide training relevant to this position, and volunteers will be supported by the Operations Lead in their roles. Volunteers will work in a team that helps new service users register at the front desk and closely with staff.

Required Skills:

- Advanced oral and written English
- Daytime & Evening availability
- Ability to communicate in a positive, polite, and respectful manner
- Ability and initiative to perform duties under minimal supervision

Additional Skills:

- Ability to communicate effectively with different cultural groups

- Ability to use a multi-line phone
- Ability to use a computer for data entry, word processing and internet search

BENEFITS OF VOLUNTEERING:

- Networking and Personal Development: Meet different people, make friends, gain self confidence
- Reference Letter: After 30 hours of service, volunteers are eligible for a recognition certificate and reference letter
- Resources: You will know the community better and contribute to the community
- Job opportunities will increase while volunteering as job listings will be emailed to you.

How to Apply

If you are interested in this volunteer opportunity, please use the position title as the subject line and attach your cover letter and resume as a single PDF/Word file in an e-mail to volunteer@hqtoronto.ca

HQ has a commitment to diversity, thus volunteers with diverse backgrounds, debility speak additional languages, and a passion for creating a welcoming experience for all our desired. Testing lights, within various communities, will be organized on a regular basis, and those volunteers who would like to work specifically utilizing their language skills can be booked for these.