

Operation  
**Come Home**

Preventing Homeless Youth  
From Becoming Homeless Adults



Opération  
**rentrer au foyer**®

Éviter que les jeunes sans-abris d'aujourd'hui  
deviennent les sans-abris adultes de demain

## Job Title: Volunteer Receptionist

**Purpose:** The position of Volunteer Receptionist will assist with answering phone calls, taking messages, redirecting calls as necessary and answering basic questions about Operation Come Home. They may also be asked to perform minor administrative tasks such as addressing envelopes (for example)

**Location:** The Volunteer Receptionist will work at Operation Come Home; 150 Gloucester Street, Ottawa, ON.

### Key Responsibilities:

- Answer all incoming phone calls and page or redirect to appropriate staff extension. Take messages or answer basic questions when necessary
- Assist with administrative tasks as assigned
- Deliver messages to the appropriate staff

**Reports to:** Manager of Development

**Length of Appointment:** The volunteer is assigned to 1-2 days per week for a period of three months. After three months, the volunteer may be reappointed for another three months at the discretion of the supervisor. There is often room for volunteers in our various programs, so we encourage you to explore and get to know staff members and the opportunities they offer.

**Time Commitment:** 1-2 days per week for 4 hours from 11:00am -3:00pm. Dates vary depending on volunteer's availability and OCH's needs. Currently, the ideal date for the volunteer placement would be Monday, Tuesday, Thursday (afternoons) and Wednesday and Friday (mornings or afternoons). If ever you are unable to attend a volunteer shift, it is asked that you give the volunteer coordinator and volunteer supervisors as much notice as possible through either a phone call or an e-mail.

**Qualifications:** Pleasant manner, patience, problem-solving ability, dependability, willing to learn, able to work in a fast-paced environment, willing to take on numerous initiatives, creative, outgoing and friendly.

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**Charitable # / Numéro de charité: 11906 8997 RR0001**

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**Support:** Training for this position will be provided. In addition, the Manager of Development will be available for questions and assistance.

**Age Requirement:** 18 or older

**Dress Code:** Casual appropriate. Things you shouldn't wear include: see-through tops, short shorts, low cut shirts, shirts with offensive words or images, etc. No undergarments should be visible at any point in time. Essentially, you shouldn't wear anything revealing or offensive. If you are unsure what is classified as "casual appropriate", please ask the volunteer coordinator. You will be asked to leave for the day if your clothing is not deemed appropriate for OCH.

**Other Requirements:** Criminal Records Check

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