



Position Title: Basic Needs Volunteer

Summary of Duties and Responsibilities: The basic needs volunteer will provide multiple types of support to the OCH Drop-In with regards to general yet fundamental everyday tasks. This may include cleaning, organizing donations, picking up donations, etc.

Location: A basic needs volunteer will work out of Operation Come Home; 150 Gloucester Street, Ottawa, ON.

Reporting Relationship: The volunteer reports to the volunteer coordinator (Sarah Kyte).

Hours and Commitment: Two shifts are available with this position: 8:00am – 12:00pm or 1:00pm – 4:00pm.

Qualifications: Non-judgemental, reliable, resourceful, pleasant manner, patience, problem-solving ability, willingness to learn, able to work without direct supervision, approachable, outgoing and friendly.

Support: Training for this position will be provided. In addition, the volunteer coordinator will be available for questions and assistance as well as for debriefing when necessary.

Age Requirement: 18 years old or older

Dress Code: Casual appropriate, closed toed shoes

Other Requirements: Criminal Records Check & 3 successful reference checks

Duties and Responsibilities:

- Helping the Drop-in staff with the morning set-up (making coffee, putting chairs down, taking spreads out, making photocopies of sign in sheets, etc.)
- Organizing the donations (filtering through the donations brought in from the community, assessing their quality, putting them away in their rightful places, etc.)

P.O. Box / Casier Postal 53157, Ottawa, Ontario K1N 1C5
Tel / Tél: 613-230-4663 Fax / Téléc: 613-230-8223
Email / Courriel: info@operationcomehome.ca www.operationcomehome.ca

Charitable # / Numéro de charité: 11906 8997 RR0001

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- Picking up donations from community partners within walking distance (i.e. Starbucks, Bridgehead, etc.)
- Organizing the clothing cupboard (filtering through clothes, ensuring the quality of each item displayed, folding and hanging clothes, sweeping the closet, etc.)
- Helping staff clean the Drop-in when it closes (wiping ALL surfaces, sweeping the drop-in and the kitchen space, mopping, washing the dishes, wiping the kitchen counter, cleaning the microwave, wrapping up leftovers, taking out the garbage, wiping the windows, cleaning the reception area, sweeping the front of the building, etc.)
- Ensure that the Drop-in space is clean during its operating hours (Cleaning leftover garbage, taking the dirty leftover dishes to the kitchen, sweeping if needed, etc.)
- Report to volunteer coordinator any concerns or emergencies
- Contact volunteer coordinator and team of any absences with notice
- Attend training sessions provided by Operation Come Home

When needed, other tasks may include:

- Cooking breakfast
- Making bagged lunches
- Cleaning the kitchen