



Volunteer Job Description Walk-In Days Intake Worker

- Position Summary:**
- Frontline contact for clients with the Christmas Bureau.
 - Frontline decision maker on the eligibility of clients for the Christmas Bureau program.
- Responsibilities:**
- Screening potential clients to ensure they meet the Eligibility Requirements and Policy Statement as set out by the Christmas Bureau.
 - Interviews and screens clients on site at Walk-In Days.
 - Verifies and approves client application forms.
- Skills and Qualifications:**
- Graduate from a 2-year Community Worker Program or equivalent.
 - Work related experience in a social work environment.
 - Ability to make decisions in a fair and consistent manner as set out in the Christmas Bureau's Client Eligibility Criteria, Policies and Practises and within the social work methodologies, as applicable to the Walk-in days program.
 - Ability to work with confidential information and to operate in a position of trust.
 - Ability to communicate in a clear and concise manner.
 - Attention to detail and accuracy.
 - Able to work in stressful busy environment.
 - Assertiveness to deal with difficult situations in a professional and non-judgemental manner.
 - Non judgemental.
 - The ability and willingness to talk and interact with a variety of individuals.
 - A caring and giving attitude.
 - A second language would be an asset.
- Time Commitment:**
- December 22 and 23 – Walk-In Days
 - Average shift is 4 hours
- Training Provided:**
- Personalized training by Executive Director, Christmas Bureau of Edmonton.
 - Orientation meeting each morning of Walk-In Days.
 - Debriefing meeting at the end of each day of Walk-In Days.
- Immediate Supervisor:**
- Walk-in days Intake Coordinator
- Benefits:**
- Opportunity to 'Share the Spirit of Christmas'.
 - The knowledge and sense of satisfaction that one assisted a large segment of the Edmonton community at their time of need.
 - Networking opportunities.
 - Work hands-on with the clients of the Christmas Bureau.
 - That the volunteer experience be a positive, fun and fulfilling one.
- Location:**
- Amiskawicy Academy – 101 Airport Road (Walk-In Days location).
- Outcome:**
- That every client is dealt with in a pleasant, professional manner.
 - That every client be served in a swift and compassionate manner.

- That the volunteer experience be a positive, fun and fulfilling one.