

Seeking Volunteer (s) for Position of Client Services in the HELP Depot in Salmon Arm, BC

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Resumes/applications on line: www.redcross.ca/volunteer



THE CANADIAN RED CROSS SOCIETY

VOLUNTEER POSITION DESCRIPTION

TITLE: Health Equipment Loan Program (HELP) Client Services Volunteer

DEPARTMENT/SERVICE: Community Health - HELP

LOCATION: Salmon Arm, 101 - 650 Trans Canada Highway

TITLE OF IMMEDIATE SUPERVISOR: HELP Coordinator

JOB SUMMARY

HELP offers mobility, independence and safety to seniors and those recovering from illness or surgery in their own homes. Reporting to the Team Lead, this position provides frontline contact for in-person and telephone inquiries from the public with a primary responsibility to provide loans and accept returns of health equipment.

RESPONSIBILITIES / ACTIVITIES

- Provides professional customer service and information to the public, both by telephone and in-person
- Selects appropriate equipment to match health professional referral and completes minor adjustments to ensure appropriate fit for clients
- Directs telephone enquiries to appropriate departments, programs or other agencies
- Responds to enquiries regarding equipment returns, repairs and loan extensions and completes related documentation
- Creates and maintains paper and/or computer records regarding clients, loans and returns
- Liaises with Equipment Supply staff regarding equipment inventory needs
- Requests and accepts financial and equipment donations in support of Canadian Red Cross programs and services and/or other Red Cross appeals

Participates in disaster planning, preparation and response, as required

Contributes to a healthy and safe working environment

Performs other duties, as required

QUALIFICATIONS EDUCATION AND EXPERIENCE

- Excellent customer service skills
- Strong verbal and written communications skills in English, including telephone etiquette
- Training in office administration and/or one year of work related experience, or an equivalent combination of education and experience.
- Knowledge of medical equipment an asset
- Ability to work independently and collaborate effectively with a team
- Must be 18 years of age or will work under the supervision of an adult at all times

This position requires a successful Canadian criminal record check and a satisfactory Vulnerable Sector Check.

SKILLS AND ABILITIES

- Excellent interpersonal skills, including handling interactions with the general public, clients and colleagues
- Strong verbal and written communications skills in English, including telephone etiquette
- Dependable
- Ability to work independently with minimal supervision
- Strong computer skills with knowledge of Microsoft Outlook, Word, and inventory data bases
- Demonstrated ability to listen and empathize with clients concerning their personal and/or health-related issues
- Current generic WHMIS certification, or willingness to take training

ASSETS

- General knowledge and understanding of HELP client service functions
- Fluency in a second language
- Experience working with a diverse population
- Ability to lift and carry up to 50 lbs
- [Current Standard First Aid certification, or willingness to take training](#)

WORKING CONDITIONS

- The majority of the work is performed in an office environment and/or warehouse space which is mostly clean and comfortable
- At Salmon Arm, the depot hours are Monday to Friday, 10:00 am to 12:00 pm.
- Personal protective equipment will be supplied, as required.

See next page for How to Apply Online

Volunteer With Us!



How to Apply Online

Note: Applications on our website require an email address. If you do not currently have an email address, please create one or contact Volunteer Resource Services at 1-844-818-2156.

1. Visit: www.redcross.ca/volunteer
2. On this webpage, click **“Join Our Team”**.
3. Scroll down until you see **“Current Opportunities”**.
4. Next to **“Current Opportunities”**, you will see a dropdown box that reads **“All Provinces”**. Click on this box and select **“British Columbia and Yukon”** to view current volunteer opportunities in BC and Yukon.
5. Find the position that you are interested in and click on the position title.
6. A description of the position will appear. Read through the description to find out exactly what the position entails.
7. To apply for the position you selected, scroll to the bottom of the page and click on the link. To review other positions, click the **“back”** button and repeat Steps 4-7.
8. A similar description of the position will appear. Scroll to the bottom of the page and click on the box that says **APPLY FOR THIS POSITION**.
9. A web form will appear. Kindly read through the terms and conditions and if you accept the terms and conditions, click on the box next to **“I Accept*”**.
10. Complete the web form by filling out the different fields (NOTE: the fields with a red asterisk are mandatory). If you do not currently have an email address, please create one OR contact Volunteer Resource Services at 1-844-818-2156.
11. Once you have filled out the fields, click on the **SUBMIT** button.
12. Your application has been submitted! Please check your emails regularly as someone from our Volunteer Resource Services department will be in touch with you within a few days.

If you have any questions or concerns, please do not hesitate to contact Volunteer Resource Services via email at volunteer@redcross.ca or call their toll-free number 1-844-818-2155. Thank you for your interest in volunteering with Canadian Red Cross! We look forward to connecting with you.