

John Howard Society of the Lower Mainland
Volunteer/Practicum Position Description

Position Title: Volunteer – Community Service Worker

Purpose: To provide a support network for at risk community members through information, advocacy and referral services.

Time Commitment: This position requires a commitment previously agreed upon by the volunteer/practicum student and the practicum supervisor/coordinator of community services. For volunteers, a six month probation period is observed. Letters of reference will be provided upon request after the probation period is completed.

Supervision: Community Service Worker Volunteers/Practicum Students are supervised and accountable to the Manager of Community Services and the supervising Reconnect Worker when onsite.

Responsibilities: The Community Service Worker Volunteer will:

- Provide needs assessment, information, support and advocacy, and referrals to clients in both the community and various institutions;
- Be self-directed in assisting clients to identify problems and facilitate creative, effective, responsible problem-solving;
- Provide support and encouragement to people where necessary;
- Acquire materials and resources useful to clients;
- Maintain strict confidentiality;
- Offer crisis support counsel and referrals;
- Be agreeable to “special projects” as assigned by the Manager of Community Services.

Qualifications: Volunteers must:

- Understand and agree with the Mission Statement and Core Values of the Agency and undergo and criminal record check;
- Have strong communication and listening skills, a;
- Be non-judgmental, assertive in setting boundaries, self-confident, patient, friendly, flexible, organized and empathetic;
- Be willing to work with a variety of people and their families, regardless of their offence, background, or values.