

## London Cares- Volunteer Job Description

### Job Description

**Job Title:** Volunteer- The COMMONS

**Date Prepared:** 12/23/2024

**Supervised By** Volunteer Coordinator and Program Coordinator

**Approval Date:** 1/7/2025

**Approved By:** Chris Moss

#### 1. PURPOSE OF THE JOB:

Volunteering with London Cares offers the opportunity to support individuals experiencing homelessness by helping them transition from the streets to stable housing. London Cares is dedicated to building relationships and connecting vulnerable people with essential resources. Volunteers play a crucial role in this mission, working alongside staff and fellow volunteers to assist with various tasks, while gaining valuable experience and making a positive impact in the community.

#### 2. RESPONSIBILITIES:

- Support the implementation and delivery of services at the COMMONS, including coordinating shower and laundry signups, performing light cleaning and tidying, collecting donations from the outreach office, distributing food, managing inventory of essential items (e.g., shampoo, detergent pods), and handling other tasks assigned by supervisory staff.
- Offer general assistance to staff and fellow volunteers, ensuring the seamless operation of daily activities under the guidance of your immediate supervisor.
- Interact with program participants or clients in a professional and compassionate manner, providing information and resources as needed.

#### 3. SKILLS AND KNOWLEDGE:

- Demonstrated ability to apply a person-centered, strengths-based approach when working in the community with vulnerable individuals who are experiencing homelessness with complex needs of untreated mental health, addictions and trauma, crisis.
- Strong verbal and written communication skills in English; ability to interact with a variety of people, including London Cares staff members, participants, and members of the community.
- Ability to work collaboratively with staff, fellow volunteers, and participants in a supportive and professional manner.
- Ability to manage time effectively, stay organized, and handle multiple tasks at once.

- Willingness to take on a variety of tasks and adjust to changing needs within the organization.
- A genuine interest in the cause and a willingness to dedicate time to volunteering.
- Ability to handle challenges with a positive attitude and find creative solutions.
- Not required but any relevant experience in customer service, administration, event planning, or community work is a plus.

#### **4. EFFORT AND WORKING CONDITIONS**

- Physical Effort:
  - Regular pushing, pulling, stooping and lifting up to 40lbs.
- Visual and Concentration Effort:
  - Daily risk assessment in changing environments for personal and participant safety.
- Unpleasant, Hazardous or Challenging Working Conditions
  - Daily exposure to individuals exhibiting disruptive and unpredictable behaviour.
  - Daily exposure to multiple personal experiences and occasional events that may be considered traumatic.
  - Daily exposure to infectious and communicable diseases, biohazards, pests and pets, drug use materials, weapons.
  - Daily highly visible representation of agency brand and reputation

#### **5. BENEFITS OF VOLUNTEERING:**

- Gain valuable experience and enhance skills in areas such as communication, event planning, customer service, and teamwork.
- Connect with like-minded individuals, community leaders, and professionals.
- Acknowledgement of your contributions and potential for references or certificates upon completion of the volunteer term.
- Make a positive difference in the community, contribute to meaningful projects, and feel the satisfaction of helping others.

#### **6. HOW TO APPLY:**

Interested candidates should send an email with a brief description of their interest in volunteering and relevant skills to the Fund Development and Volunteer Coordinator at [volunteer@londoncares.ca](mailto:volunteer@londoncares.ca). Alternatively, applicants can download an online application form at [londoncares.ca](http://londoncares.ca).

**Note:** Volunteers may be subject to a vulnerable sector check depending on the nature of the role and organization's policies.