

**ON SITE AMBASSADOR
VOLUNTEER POSITION DESCRIPTION**

Canadian Mental Health Association
Windsor-Essex County Branch

Title: On Site Ambassador
Reports to: Fund Development Officer / Director, Communications & Mental Health Promotion
Unit: Advancement
Date Approved: 08 April 2016

*CMHA-WECEB is a leader provider and advocate of community mental health services.
We achieve this through treatment, collaboration, education and community engagement.*

POSITION SUMMARY:

Volunteers will greet visitors and clients upon arrival at the agency. Volunteers will be on hand to answer any questions guests might have and to provide a welcoming atmosphere for those visiting the agency.

DUTIES & RESPONSIBILITIES:

- Welcome and greet visitors
- Answer visitor questions
- Provide directions to meeting rooms and appointments
- Log traffic and hand hygiene information

PERSONAL QUALITIES:

Volunteers should exhibit characteristics of pleasantness, kindness and maturity. Good communication skills are necessary. Volunteers must be friendly and approachable. Experience with people who have emotional or mental health issues is an asset.

QUALIFICATIONS & REQUIREMENTS:

- Minimum age of 18
- Willing to:
 - ◆ Participate in a selection interview
 - ◆ Participate in online Volunteer Orientation
 - ◆ Provide the names of three credible references
 - ◆ Participate in an evaluation
 - ◆ Sign a confidentiality agreement, non-competition agreement and privacy agreement
 - ◆ Submit to and provide a satisfactory police clearance

REPORTS TO:

Fund Development Officer / Director, Communications & Mental Health Promotion

TIME COMMITMENT:

- Online CMHA orientation
- Shifts of 3 hours during regular business hours

ORIENTATION & TRAINING:

- CMHA online orientation
- Ambassador training
- Familiar with applicable agency policies and procedures

BENEFITS TO VOLUNTEER:

- Personal growth and satisfaction
- Participation in a unique community agency setting
- Helping the agency enhance guest services
- Opportunity to provide support and encouragement

REMUNERATION:

- Advancement Director must approve any expense reimbursement

APPROVED BY THE DIRECTOR, COMMUNICATIONS & MENTAL HEALTH PROMOTION:
Kim Willis

Signature

Date