| **MHHF Volunteer Role** | |
| --- | --- |
| **Role Title:** | **Gift Shop Clerk** |
| **Department / Program / Service Goals & Purpose** | **MHHF Mission:** Advance the health of our community though innovation and enhancements to healthcare services in Southeastern Alberta.  **Gift Shop Purpose:** Proceeds from the sales at the gift shop support the mission of the Health Foundation. |
| **Volunteer Role** | The role of the Gift Shop Clerk is to support the day-to-day operations of the Gift Shop. Tasks include, but not limited to:   * Cash register operations * Lottery ticket sales and lottery terminal operation * Stocking and merchandising rotation * Maintaining a clean work environment * Inventory |
| **Volunteer Boundaries** | * Volunteer identification must be worn while acting in this role. * Will not use their AHS parking privileges if not volunteering in accordance with this role. * It is the volunteer’s responsibility to ensure that their status is up to date, noting that if they do not volunteer during the course of a year, volunteer privileges (including parking) will be removed. * Potential volunteers will undergo a shadow period of working directly with another volunteer to determine if they are a good match. |
| **The Ideal Volunteer!** | Volunteers assigned to the role will typically:   * Be comfortable in a healthcare setting. * Be self-starters and have well-developed interpersonal and communication skills. * Volunteers must be mature, self-directed, and demonstrate good leadership qualities. * Be patient and flexible. * Be friendly and have a positive attitude. * Exercise good judgement and be safety conscious at all times during the assignment. * Be reliable and dependable and willing to make a regular commitment of time. * Have good emotional health, with a high degree of empathy, and capable of working in stressful situations and environments. * Be non-judgmental and accepting of all ethnicities and spiritual affiliations. * The volunteer must be physically able, and capable of accomplishing the various responsibilities associated with this assignment.   Volunteer will:   * Be willing to listen to the perspectives of others. * Be able to work within the supervision provided by MHHF staff. * Be accountable for any commitments made in the volunteer role. If unable to fulfill a scheduled shift, volunteers are requested to advise their designated MHHF designate. * Comply with the MHHF Standard of Practice |
| **Incident Reporting** | NOTE: All injuries / incidents incurred as part of the role activities described above are to be reported to a MHHF designate by end of day when incident occurs. Incidents include (but are not limited to):   * If the volunteer has been in receipt of verbal or physical aggression. * If the volunteer has been exposed to blood or body fluids. * If the volunteer has slipped, tripped, fallen or endured any kind of muscular strain. * If at any time the volunteer feels their safety was at risk * If a client or family member or AHS representative causes any physical or psychological harm. * Any near-miss or non-injury incidents.   Report all incidents that occur during your shift as soon as possible. An Incident Form may be required to be completed. |
| **Registration Steps** | * An online or in person application. * An interview and provide references. * A Police Information Check * A MHHF Confidentiality * Media Consent * An Orientation (as noted below) |  |
| **Orientation & Training** | Candidates will complete:   * Lottery training program through ALGC * a site orientation * a role orientation via shadow shifts * MHHF orientation PowerPoint |
| **Date Created / Revised** | **AUGUST 2023** |