| **MHHF Volunteer Role** |
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| **Role Title:** | **Office Assistant** |
| **Department / Program / Service Goals & Purpose** | **MHHF Mission:** Advance the health of our community though innovation and enhancements to healthcare services in Southeastern Alberta. |
| **Volunteer Role and Boundaries** | The role of the Office Assistant is to assist with mailing, receipting, database entry, reception and other administrative and office tasks. Tasks include, but not limited to:* Database Entry
* Telephone calls
* Mailing
* Financial Deposits
* Receipting
* Office Reception
* Inventory and Storage needs
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| **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 MHHF staff to determine if they are a good match.
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| **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 the MHHF staff designate.
* Comply with the MHHF Standard of Practice
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| **Incident Reporting** | NOTE: All injuries / incidents incurred as part of the role activities described above are to be reported to a MHHF staff member 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** | Candidates will be asked to sign up through the online Volunteer Management System and to complete:* An online application.
* An interview and provide references.
* A Police Information Check
* An MHHF Confidentiality
* An Orientation (as noted below)
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| **Orientation & Training** | Candidates will complete:* a site orientation
* a role orientation
* MHHF orientation PowerPoint
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| **Date Created / Revised** | **August 2023** |