| **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 |
| **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. |
| **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 |
| **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) |  |
| **Orientation & Training** | Candidates will complete:   * a site orientation * a role orientation * MHHF orientation PowerPoint |
| **Date Created / Revised** | **August 2023** |