



Volunteer Position Description

Location: 152 Wilson Street, Oakville, ON

Title: Client Care Volunteer

Reports To: Designated Staff and/or Kitchen Manager

Number of Volunteers Needed: 1-2 -Ongoing recruitment based on program demands.

Summary:

Client Care Volunteers play a vital role in supporting clients during their time at the training center or during events. This role involves assisting with basic needs, keeping track of dietary needs, and ensuring clients feel comfortable and supported. Volunteers also contribute to maintaining an organized and welcoming space. Our LFCDG team provides a range of support to individuals who are accepted as a client and attend our training facility for a period of 7-14 days.

Key Responsibilities:

- Provide a welcoming atmosphere that encourages engagement
- Greet clients and provide friendly, professional assistance.
- Assist clients with tasks as needed, such as locating common locations such as lounge area, dining area, etc, navigating spaces, or accessing resources.
- Support clients during various events, or training sessions by offering guidance and assistance.
- Communicate client needs or concerns to staff promptly.
- Washing up, clearing away and related tasks.
- Other related tasks as needed to ensure smooth operation.
- Previous experience in hospitality and food handling is preferred.
- Supporting food hygiene monitoring and organizing food stock, while ensuring work surfaces are clean and meet Health and Safety standards.
- Maintain privacy and confidentiality of clients accessing services and support
- Providing guidance and support tailored to the diverse needs and abilities of clients

Commitment Required:

Time Commitment: Minimum of one shift per week (3-4 hours per shift).

Schedule: Flexible based on program needs, including mornings, afternoons, or event times.

Duration: Minimum commitment of 3 months preferred.

Desired Skills and Qualifications:

- Be at least 18 years of age;

- Be sensitive, compassionate and open-minded;
- Respect cultural and racial diversity;
- Demonstrate active listening and communication skills and ability to maintain strict confidentiality;
- Have the ability to discern boundaries and limitations to promote an individual's empowerment;
- Demonstrate understanding and adherence to Lions Foundation of Canada Dog Guides Policies and Procedures;
- Can support according to LFCDG Mission, Vision and Value Statement
- Completion of Food Handling training, which will be available by LFCDG
- Attending AODA, Violence and Harassment, Health and Safety and ongoing training meetings
- Excellent customer service skills and a pleasant demeanor
- Volunteers with our team, support to improve quality of life for our clients while they stay at our facility and assisting them to focus more on their client journey

Benefits of Volunteering:

- Make a meaningful impact by supporting clients and enhancing their experience.
- Develop and strengthen interpersonal and communication skills.
- Be part of a dedicated and supportive team.
- Build connections and contribute to a rewarding mission.
- Gain valuable experience in client-facing roles and community support.

Timeline:

Recruitment Period: Ongoing.

Training: Orientation and role-specific training provided upon onboarding.

Start Date: Volunteer shifts available year-round.

How to Apply:

If you are interested in becoming a Client Care Volunteer and supporting the mission of the Lions Foundation of Canada Dog Guides, please Evelyn Marshall, Volunteer Lead, at emarshall@dogguides.com or apply on our website.

We look forward to welcoming you to our team!