HIM HEALTH INITIATIVE FOR MEN
www.checkhimout.ca

#310–1033 Davie Street
Vancouver, BC Canada V6E 1M7
604.488.1001

Volunteer position title:	**Health Centre Reception volunteer**	**Posting date:**	April 21, 2017 *Updated*
Manager contact information:	volunteer@checkhimmout.ca	**Posting closing date:**	Position has no closing date
Location:	Health Centre in New West (40 Begbie Street)	**Position duration:**	Ongoing
Position type:	Reception- Monday evenings	**Service area:**	Multiple service areas

Statement of volunteer value:

At Health Initiative for Men (HIM), volunteers play an essential role in bringing our mission and vision to life. We value volunteers for their roles as ambassadors, mentors, board directors, leaders, supporters, educators, advocates, and as members of the community of gay men and other men who have sex with men. At HIM, we value the unique gifts as well as the personal needs and diversity of our volunteers and embrace the benefits of volunteering for purposeful personal growth and social connection

Purpose of the position:

The volunteer receptionist works in HIM's health center setting and receives clinic clients and responds to inquiries on the phone, via the internet, and face to face. The volunteer receptionist is responsible for providing information regarding the clinic to the general public and clients; providing administrative support to the nurses, change advocates, and professional counselors. The volunteer receptionist works as part of a team as one component of HIM's integrated services for gay men, under the direct supervision of the Clinic Coordinator/manager. This opportunity will provide volunteers with training, hands on experience in community health promotion, and on-going appreciation activities and events.

Responsibilities and duties

- Greet visitors to the clinic
- Answers the phone and responds to email and web inquiries or takes messages as necessary
- Provides relevant information or refers inquiries to other members of the team as appropriate
- Schedules client appointments in the system
- Maintains filing system
- Assists in maintenance of resource inventory, including condoms/lube and print resources
- Maintains a clean and inviting reception- and waiting area
- Participate in trainings, regular supervision, and team meetings as required
- Other duties as required
- Adhere to HIM's confidentiality policies and other relevant program policies and procedures

Preferred qualifications

Required qualifications	Preferred qualifications
• Ability to communicate effectively with gay men from an array of socio-economic and cultural backgrounds • A genuine passion for working with the gay community • Ability to work as part of a team • Well-grounded understanding the importance of confidentiality • Ability and willingness to accept and utilize feedback from supervision • Adhere to HIM's confidentiality policies and other relevant program and agency policies and procedures	• Prior reception and administration experience • Knowledge and experience in providing sexual health education and information • Basic computer proficiency • Prior experience with record keeping

Commitment expected

- 4 hour shift once per week (4:00pm – 9:00pm)
- **Clinic hours:** Monday 4:00-9:00
- 6 months minimum commitment preferred

Training

Training provided by HIM	Other training you might bring
• Orientation to positon and role • HIM institute • Additional training if required/requested.	• First aid certification • Specific filing/administrative training

Other details