

Position Title: [Chinese Client Program Support: Cantonese and/or Mandarin Speaking Volunteer](#)

Program: Chinese Client Intervention

Reports to: Case Management Team

POSITION SUMMARY:

Cantonese and/or Mandarin Client Program Support Volunteers assist the Chinese Client Intervention Worker with a variety of support, including but not limited to translation, interpretation, and medical escort. Volunteers take direction from and report to the Cantonese/Mandarin Case Manager.

NUMBER OF AVAILABLE POSITIONS: 3

QUALIFICATIONS:

The ideal candidate for this position possesses the following skills and qualifications:

- Fluent in Cantonese and/or Mandarin; written and verbal.
- Able to communicate clearly in English; also able to read English
- Friendly and outgoing; comfortable meeting and speaking with people
- Pleasant telephone manner; excellent written communication skills
- Basic email skills (preferred)
- Reliable and punctual for all scheduled shifts
- Experience working with seniors and/or adults with disabilities (preferred)
- Willing to accept supervision and takes direction well
- Non-profit and/or agency experience (paid or volunteer)

MAJOR RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Provide translation and/or interpretation services as necessary;
- Escort clients' to medical appointments in the local community;
- Assist clients in filling prescriptions;
- Report immediately any changes or concerns about the clients' health and well-being to the Chinese Client Intervention Worker;
- Represent Dixon Hall in a professional manner when dealing with clients, staff, volunteers, and the general public
- Complete all paperwork/documentation as required

ORIENTATION/TRAINING:

Successful candidates will be provided with a comprehensive orientation and training workshop facilitated by the Volunteer department. Trainings will include, but may not be limited to:

- Agency orientation
- Health and Safety training
- AODA Training (on-line)

COMMITMENT: Volunteers are asked to commitment to a minimum of one volunteer shift per week for a minimum of 3-months. This is an "as needed basis" volunteer position and shifts can last between 1 – 3 hours, not including travel time.

LOCATION: 58 Sumach Street, Toronto

BENEFITS:

- Contribute to the health and well-being of seniors by supporting their desire to maintain their independence and their access to medical services.
- Improve/utilize customer service and computer skills.
- TTC tokens provided as necessary to travel to and from client homes and appointment locations.
- Letters of reference provided after 24 hours of service
- Become engaged in the local community.

To apply, contact:

Volunteer Department
416-863-0499 ex. 3225
volunteer@dixonhall.org
www.dixonhall.org

Interested volunteers may apply on-line at www.dixonhall.org/volunteer by completing an on-line application form and uploading their resume.

Only candidates selected for an interview will be contacted.