



## **Volunteer Position Description** **Children's Services**

### **Position: One-to-One Support Volunteer**

**Location:** In-person/community

**Duration:** Minimum 6 months

**Purpose:** Volunteers provide an essential service to Canadian Mental Health Association Waterloo Wellington (CMHA WW) clients by providing one-to-one support. The match works together (with the support of the staff supervisor and client family) to create a relationship that expresses care, challenges growth, provides support, and expands possibilities. Together, they decide what to do based on common interests. This family is seeking a Mandarin speaking individual to be a peer that can engage with the youth socially, and be a baseline example of work/play balance.

### **Responsibilities:**

- It is essential for a volunteer to maintain regular contact with the client they are matched with due to the trusting and supportive relationship that is built.
- Maintain confidentiality of all client information.
- Regular (suggested weekly) meetings with the youth at a mutually agreed upon time and place.
- Time together will require a mutually arranged schedule.
- Adherence to the goals of the match as outlined by the family and staff supervisor.
- Regular contact with the supervisor regarding the status of the volunteer/client match.
- Consultation with the Volunteer Coordinator if/when a termination of a match occurs or reduced contact is necessary or advised.
- Record keeping – submission of monthly time reports to the Volunteer Coordinator for statistical purposes.
- Model positive behavior.

### **Boundaries:**

- Volunteers do not provide clinical support/treatment to CMHA WW clients.
  - The offering of support and encouragement is fundamental to the volunteer/client relationship and is not to be seen as therapy. Support involves good listening skills versus giving advice.
- Maintain communication with staff supervisor and Volunteer Coordinator.
- The Volunteer will not engage in any promotion of sales or services for personal gain.
- The Volunteer must complete a Vulnerable Sector Police Record Check.
- The Volunteer must submit proof of COVID-19 vaccination.
- The Volunteer must sign a privacy pledge and must maintain confidentiality.
- The Volunteer must complete policies and procedures in CMHA WW's HR Downloads.

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- Must report to their staff supervisor or Volunteer Coordinator if they are uncomfortable in a certain situation.
- Must be over the age of 18.

#### **Skills Required:**

- Fluent in Mandarin.
- Interest and passion to work with peers in your community.
- Knowledge and willing to learn about subjects pertaining to mental health and wellness.
- Interested in mentoring.
- Able to work well independently and as part of a team.
- Good communication skills.
- Advanced written and spoken English language skills.
- Enjoys working with youth and able to build a positive rapport with client.
- Patient and able to adapt with a positive attitude.
- Comfortable discussing sensitive topics in an open and appropriate manner.
- Reliable and able to volunteer regularly.
- Able to deal with difficult individuals in a calm and suitable manner.
- Conflict resolutions skills.
- All efforts made must be understanding, non-judgmental and to respect the client's values and private life.

#### **Environment:**

- Must be able to have transportation to get to the client's home located in Guelph.

#### **Level of Risk:** Medium

- The Volunteer will be working with vulnerable populations (youth) and supporting youth one-to-one.

#### **Training:**

- CMHA WW orientation with the Volunteer Coordinator.
- Orientation with staff supervisor.
- Online HR Download training modules.
- Volunteer Coordinator will provide supervision and support.

#### **Time Commitment:**

- Volunteers will meet with their match at least once per week for 1 – 2 hours for at least 6 months, unless otherwise determined by the family and staff supervisor.

#### **Benefits:**

- Increased leadership and communication skills.
- Reference letter for future employment.
- Better understanding of mental health field.
- Volunteer recognition including awards, tokens of appreciation, training, events and more.

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- Chance to mentor and help engage and support youth in the community.
- Be a part of an engaged and diverse community organization.

### **Application Process:**

1. Email [volunteerservices@cmhaww.ca](mailto:volunteerservices@cmhaww.ca) for an application or download the application online: <https://cmhaww.ca/getinvolved/volunteer/>
2. Complete Volunteer application and submit.
3. Attend and interview with Volunteer Coordinator.
4. Complete reference check.
5. Receive notification of status of application.
6. Provide Vulnerable Sector Police Record Check.

**Date:** August 28, 2023

- Position is open until filled.

**Supervision:** Volunteer will consult with the staff supervisor for direction/resources/support in meeting the needs of the client. Volunteer will submit expenses to the staff supervisor. The Volunteer Services Coordinator is responsible for agency orientation training, administrative supervision including documentation of hours, and reimbursement of expenses.

**Staff Contact:** Jessica Schumacher, Volunteer and Student Coordinator:  
[jschumacher@cmhaww.ca](mailto:jschumacher@cmhaww.ca)