

Information and Program Support Volunteer

The Organization

The Centre for Sexuality normalizes sexuality and sexual health in Alberta and across Canada by providing evidence-informed, non-judgmental sexual health programs and services. Our work is community-based, prevention-focused, and nationally recognized. We have been leading the way in the areas of sexuality, healthy relationships, human rights, gender identity, sexual orientation, equality, and consent for over 50 years in the Calgary community. Volunteers have always played an essential role at the Centre, helping with programs, events and countless important behind-the-scenes tasks.

About the Role

Information and Program Support Volunteers provide support, information, and referrals to clients who call, email, or walk into our office. Volunteers also support front line staff in the office by helping prepare for outreach activities. For example, data entry, putting together love kits, making diversity pins, packing, and unpacking for events - important behind the scenes things that keep us running smoothly. Occasionally there may be opportunities to provide sexual health information and promote the services of the Centre for Sexuality at events and booths in the community.

Main responsibilities:

- Greeting clients at the front desk
- Checking in those with appointments and ensuring they have completed any necessary intake documents
- Answering phone calls and responding to e-mail questions
- Inputting data from school-based surveys and community workshops
- Answering questions about our programs and services and/or forwarding questions to appropriate staff member
- Referring clients to additional community services when necessary
- Supporting staff with tasks such as button making and organizing bags of resources for outside agencies when necessary
- Managing waiting room space and ensuring a clean and comfortable environment for clients
- Assist with data entry tasks when necessary

Skills and Knowledge Requirements

- Pro-Choice Philosophy
- Comfort with 2SLGBTQ+ topics, reproductive health issues, and HIV/STI topics.
- Interest in sexuality and reproductive health issues
- Excellent communication skills
- Ability to work independently
- Attention to detail

Time Commitment: 6 hours per month - In office shifts are: Monday – Friday between 9:00am and 5:00pm with special events during the evenings and on weekends

Training: All positions involve an agency orientation and ongoing training sessions as well as opportunities to take part in additional workshops and learning opportunities. Because this Volunteer Position involves interacting with the public, our two-day Volunteer training is required, the dates of these trainings vary though out the year.