



OFFICE ASSISTANT VOLUNTEER OPPORTUNITY

Goal

To contribute to the smooth running of the organization's office by supporting subscribers and prospective clients to live at home for as long as possible. The Office Assistant will perform a variety of administrative and clerical tasks while working in a collaborative and dynamic environment.

Reporting To: Operations Coordinator

Description: Victoria Lifeline is looking for passionate people who care about their community. The ideal candidate will be friendly and approachable. He or she will also be comfortable with computers and a variety of software and have an interest in learning new things.

Volunteers will work as part of a team and will be committed to maintaining strict privacy standards and hold high standards.

Victoria Lifeline encourages people from all backgrounds and age groups to apply. This position provides valuable experience to students who are interested in pursuing careers in healthcare, social work, business administration, and non-profit management or the opportunity to use skills honed over decades.

Commitment: Hours may be scheduled at a mutually agreeable time during regular business hours, Monday through Friday 8:30am – 5:00pm.

Volunteers are asked for a 3 month commitment. Commitments may be renewed or extended where mutually agreeable.

Activities & Tasks

- Clerical tasks such as faxing, scanning, and copying client records.
- Updating and maintaining databases and administrative lists.
- Preparing documents and correspondence.
- Preparing Subscriber materials.
- Conducting customer satisfaction surveys.
- Other duties as reasonably assigned and mutually agreeable.

Skills and Experience

- Completed Grade 10 or equivalent
- Demonstrated organizational talent and ability to prioritize tasks.
- Demonstrated interpersonal and communication skills
- Ability to work independently and with a team
- Knowledge of Microsoft Office programs, including Outlook, Word, and Excel
- Previous office experience, including telephone skills, basic computer skills, typing, filing, preparing documents, etc. would be an asset.
- Experience working with databases would be an asset.

Work Conditions

Victoria Lifeline values integrity, transparency, empathy, and innovation. We strive to build a positive team spirit and pursue continuous improvement. Dedicated volunteers of all ages and backgrounds are welcome in our workplace.

Our office dress code is business casual with a clean and neat appearance. Our attitudes are friendly and respectful.

Orientation & Training

Upon a successful interview and offer of placement volunteers will complete a registration process that includes background screening, orientation and training. Ongoing training and support is provided for all volunteers as required. Regular evaluations and opportunities for feedback are part of our volunteer program.

Benefits

- Develop competencies in customer service, time management, process planning and computer literacy.
- Build community and support those trying to live independently.
- Contribute to improved patient care at the Victoria General Hospital
- Be part of a vibrant and caring team.

About Victoria Lifeline

Victoria Lifeline is Manitoba's leading medical alarm service, providing peace of mind and security by connecting people to assistance 24 hours a day at the touch of a button. A program of the Victoria General Hospital Foundation, Lifeline assists over 6,000 individuals and their families by providing a personal, quality service through a network of caring staff and volunteers.

For more information visit www.victorialifeline.ca