



VOLUNTEER SERVICES POSITION DESCRIPTION

PROGRAM:	Support Services
VOLUNTEER POSITION	Grocery Order Taker
Intent of Program	To provide a supported shopping service to seniors who find it difficult to shop or do not have others to help them.
Duties	<ul style="list-style-type: none"> • Arrive at SSS • Make calls from a pre-determined list of Seniors Services Society's clients. • Follow instructions outlined in instructional manual. • Input the client's grocery order using the on-line shopping program.
Qualifications	<ul style="list-style-type: none"> • Basic computer skills. • Ability to understand and be understood in English. • Good Interpersonal Skills: friendly, outgoing, courteous, patient. • Ability to work independently. • Capacity to maintain confidentiality. • Able to communicate in a clear and effective manner. • Punctual and reliable. • Detail orientated. • Be in good physical and mental health.
Requirements	<ul style="list-style-type: none"> • Mandatory criminal record check • Provide reference checks
Commitment	<ul style="list-style-type: none"> • Monday or Wednesday; 9:00am – 11:00am: On call as needed. • Minimum 6 month commitment
Training	<ul style="list-style-type: none"> • Volunteer Orientation • Program Training provided by volunteer (1 shift) • Additional training as required
Benefits	<ul style="list-style-type: none"> • Training and Orientation Session Provided • Connecting with People • Giving Back to the Community • Annual Volunteer Appreciation Event
Reports To	<ul style="list-style-type: none"> • Supervisor Support Services (604-520-6621) • Coordinator of Volunteer Programs (604-520-6621)