

# Walk-in Clinical Counselling Program Administrative Support Volunteer

---

## Program Summary

Family Service Toronto (FST) provides free walk-in counselling for those in need of immediate and timely single session counselling. This service is provided on a first-come first-served basis. Sessions are offered at 128A Sterling Road on Wednesday afternoons and early evenings. This service is for individuals, couples or families who live or work in the City of Toronto.

## Position Summary

We are seeking volunteers to provide administrative support to the FST Walk-In Counselling Service. Volunteers coordinate Walk-In paperwork and work closely with reception services and the Walk-In team. This position also includes inputting evaluation data and assisting with on-line research into resources for clients and counsellors. Please note that this is not a counselling position.

## Core Responsibilities

- Assist in the coordination of paperwork and the flow of clients
- Help clients complete Walk-In forms
- Explain the program to clients (e.g. return procedure, nature of single session consultation)
- Answer questions clients may have about the Walk-In Service
- Assist with program evaluation by collecting data and entering it in an Excel spreadsheet
- Conduct online research in order to support the information and referral work of the Walk-In Service. This may include enhancing the list of resources available to the Walk-In's counsellors.
- Provide administrative support to the Walk-In team and program as needed

## Experience and Skills

- General computer skills in MS Excel and Word
- Experience inputting data into Excel
- Internet research skills
- Strong analytical and organizational skills
- Experience working in an environment in which people may be in distress
- Demonstrated understanding about working with marginalized persons

- Demonstrated ability to work as a team member
- Strong interpersonal and communication skills (e.g. verbal, written, listening)
- Demonstrated commitment to principles of social justice, equity, inclusion and cultural competency

### Time commitment

- Wednesday evenings, from 3:00 to 8:30 p.m.
- We require a 6month commitment of at least two 5 1/2 hour shifts per month.

### Orientation & Training

- An orientation to Family Service Toronto will be provided by the Coordinator, Volunteer Resources
- Training for the volunteer position will be provided by the Walk-In Service Leads

### Benefits

- Opportunity to be part of a team in a social service organization
- Opportunity to learn how a social service organization works with clients who are seeking counselling supports
- Opportunity to enhance knowledge of community resources
- Access to relevant training provided by FST
- Personal satisfaction in providing administrative support to individuals seeking counselling
- References may be provided upon successful completion of the 6 month volunteer commitment

FST conducts a Criminal Record Check/Vulnerable Sector Check for successful applicants for this position.

Please apply for this position online through the Volunteer Application Form and attach a resume and cover letter to your application.

FST is committed to a policy of equity and inclusion. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005 and FST's Access and Equity policy, accommodation will be provided in all parts of the recruitment process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview.