Volunteer Job Description
Volunteer Job Title: Reception Volunteer

Fife House is an innovative, client-focused provider of secure and supportive affordable housing and services for people living with HIV/AIDS in the greater Toronto Area. Fife House currently had approximately 110 staff working across 6 locations.

Fife House understands that historically marginalized groups in our communities often encounter barriers to full access and participation. We, therefore, commit to actively dismantling all forms of racism and systemic oppression with GIPA/MIPA at the forefront. As a settler agency, Fife House stands in solidarity with Indigenous and Black Peoples across Turtle Island and recognizes the role we have in the work of reconciliation and healing.

Volunteer Title: Reception Volunteer
Department: Head Office
Location: 490 Sherbourne Street
Volunteer Days and Hours: Twice a week, biweekly, 4hr shifts (shifts negotiable based on availability)
Commitment required: At least 6 months
Reports to: Office Manager

Description of Volunteer Position:
The Reception Volunteer plays a vital role at Fife House, as they are often the first person guests or clients encounter when they visit or call. This role involves providing friendly and professional front desk support, greeting visitors, answering phone calls, and assisting with basic administrative tasks as needed. Your welcoming presence helps create a positive first impression and ensures smooth communication within the organization.

Duties and Responsibilities

- Greet and welcome guests and clients arriving in person and direct them to the appropriate staff or department.
- Answer phone calls, screen inquiries, and transfer calls to the relevant staff or departments.
- Receive package deliveries and notify the appropriate staff or departments promptly.
- Maintain the reception area, ensuring it is clean, organized, and welcoming at all times.
- Restock brochures, harm reduction supplies, and other materials in the reception area to ensure they are well-stocked and accessible.

- Assist with additional administrative tasks *as needed*, which may include but are not limited to, folding brochures, data entry, or other clerical duties.

Skills and Qualifications required:

- Comfort with computers and using Microsoft Word, Excel, and Teams
- Good Administrative skills – Eye for detail, sorting and filing, organizing information
- Good communications skills
- Ability to multi-task
- Friendly, calm, and patient
- Ability to move light to moderately heavy packages

How to Apply:

Interested candidates should apply by completing the Online Volunteer Application Form, which can be found at https://www.fifehouse.org/volunteer-application-form.

For any questions, please email us at volunteer@fifehouse.org

Fife House is an equal opportunity organization that welcomes and serves members of all communities and backgrounds. We warmly serve and support members of all 2SLGBTQ+ communities, as well as First Nations and Métis peoples. We also warmly welcome volunteers from these communities to join us in our work. We are dedicated to creating a diverse, inclusive, and respectful environment where everyone feels valued and supported.

In line with these values, Fife House is committed to upholding the principles of equity, diversity, and inclusion in both our living and work environments. We seek volunteers who will work respectfully and constructively with differences and across levels of power, helping us build a welcoming space for all.