Volunteer Role Description
Volunteer Job Title: Groceries Escort Volunteers

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: Groceries Escort
Department: Programs and Operations
Location: Residential Programs
Volunteer Days and Hours:

- 2hrs Shifts (Twice weekly or bi-weekly)
- Flexible scheduling depending on volunteer and client availability.

Commitment required: At least 6 months
Reports to: Programs Manager

Description of Volunteer Position:
The *Groceries Escort Volunteer* assist residents who may have difficulty shopping independently, which may include seniors, people with disabilities, or those temporarily homebound (people recovering from surgeries) by accompanying them to grocery stores, helping navigate the aisles, and ensuring they get the items they need safely. This role is especially meaningful for volunteers who are training for or seeking experience as a Personal Support Worker (PSW), as it provides hands-on experience in supporting clients, practicing patience, and building strong interpersonal skills in a community setting.

Duties and Responsibilities

- Accompany clients to and from grocery stores
- Assist with locating items and reading labels if needed
- Help carry groceries for clients (when needed)
- Promote a friendly, respectful, and safe shopping experience

- Maintain confidentiality and respect client privacy
- Maintain awareness of surroundings to ensure both volunteer and client safety
- Report any concerns regarding client safety or well-being to the Program Manager

Skills and Qualifications required:

- Understanding of boundaries and the importance of client confidentiality
- Good communication and interpersonal skills
- Patience and empathy
- Ability to walk and stand for moderate periods of time
- Basic knowledge of grocery store layouts and shopping etiquette (helpful but not required)
- Basic Knowledge of public transportation systems and city navigation
- Dependable and punctual
- Some personal, volunteer, or professional experience related to HIV/AIDS

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, Inuit 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.