



MULTICULTURAL COUNCIL OF WINDSOR & ESSEX COUNTY

DESCRIPTION OF OPPORTUNITY

POSITION: PROGRAM VOLUNTEER

POSITION SUMMARY:

The Program Volunteers will be responsible for working under the direction of MCC staff to assist with program organization, support, and delivery.

QUALIFICATIONS AND EXPERIENCE:

- Familiarity with the ethno cultural community in the Windsor and Essex County area is considered an asset.
- Must have sensitivity for working with individuals from diverse backgrounds.
- Strong computer skills; Office software, data entry, word processing, spreadsheets, etc.
- Friendly, courteous, and sociable towards staff, clients, and the public.
- Strong customer service skills, previous experience desirable.
- Strong written and oral communication skills.
- Attentive to detail.
- Willing and able to follow direction.
- Ability to perform multiple tasks and work in a fast-paced environment.
- Knowledge of a second language is an asset.
- Must possess a valid Level 3 vulnerable sector police clearance at time of placement.

AREAS OF RESPONSIBILITY:

- Adhere to MCC policies and processes at all times.
- Under the direction of the Program Coordinator, assist with planning, preparing and implementing programming and activities.
- Observe, monitor, and participate in MCC programming and activities.
- Perform program-specific tasks as required.
- Greet and assist clients as required.
- Maintain accurate records as directed.
- Keep the immediate supervisor advised of all issues and concerns related to the program.
- Other duties as assigned.

MCC CORE COMPETENCIES:

1. LEADERSHIP

- Seeks to understand support and work toward MCC’s goals and objectives.
- Steps forward to address difficult issues and presents concerns constructively.
- Champions new and innovative approaches
- Develops commitment in others through participative decision making and empowerment.

2. COMMUNITY DEVELOPMENT

- Participates in sector specific committees and promotes MCC vision.
- Develops and nurtures a strong network of contacts by partnering with community agencies, ethno-cultural groups and community committees.

3. CLIENT FOCUSSED

- Demonstrates an understanding of internal and external clients and gives precedence to the needs of clients.
- Requests feedback and input from clients and uses it for continuous improvement.

4. TEAM WORK

- Demonstrates a readiness to assist others.
- Participates actively on teams, contributing ideas and suggestions towards meeting MCC goals.
- Is open to others ideas and supports team decisions.
- Demonstrates awareness and respect for others’ objectives and responsibilities.

5. POSITIVE COMMUNICATION

- Presents information and expresses ideas clearly through the spoken word; influences or persuades others
- Writes clearly and effectively to present ideas and to document activities.

6. MANAGING RELATIONSHIPS

- Attempts to resolve conflicts situations collaboratively and works toward win – win situations.
- Builds support for ideas or changes by developing and presenting logical arguments
- Motivates and generates commitment by tying ideas into the needs and goals of MCC and others.

I understand the responsibilities outlined in this opportunity description:

Signature

Date