



The Community Health Centres of Northumberland (CHCN) is a community-centred primary health care facility. With a vision rooted in providing comprehensive primary care services, delivered by an interdisciplinary team of professionals to promote healthy communities, we offer a range of community-based service.

The CHCN has opening(s) for **Program Admin Volunteer (Diabetes Education Program)**

Reporting to the Diabetes Education Team Program Assistant or designate, volunteers will be responsible for providing a valuable service to the Diabetes Education Team by ensuring common tasks, such as, reminder calls, booking and rescheduling client appointments, are completed in a timely manner.

**We are looking for individuals who are able to commit to volunteering for a minimum of 6 months, making a 3-4 hour weekly commitment. The individual will be working on-site.**

All volunteers will take part in a general orientation and job specific training. Volunteers will also be trained on specific policies and procedures that are relevant to this position. The required training will be completed prior to starting in the volunteer role.

### **Responsibilities**

- Conduct reminder phone calls for client appointments and community programs.
- Assist with booking client appointments (i.e. groups, individual and endocrinology).
- Prepare packages for group programs and events.
- Complete and submit volunteer hours to Diabetes Education Team Program Assistant or designate.
- Participate in mandatory volunteer training and orientation.
- Adhere to policies and procedures related to health, safety and quality matters to ensure employee, volunteer, and client safety.
- Ensure all near-misses and incidents are promptly and accurately reported to the Diabetes Education Team or designate.
- Ensure confidentiality and privacy of client's names and responses.

### **Qualifications**

- A completed criminal record check with a vulnerable sector check is mandatory.
- Consistent and dependable availability.
- Accuracy and attention to detail.
- Punctual and organized.
- Multitasking skills and the ability to be flexible.
- Computer skills an asset.



### **Working Conditions**

- The work is performed on-site independently, with minimal to moderate supervision.
- Hours of work will be determined by the supervisor and based on volunteer's availability ideally between the hours of 9:30am to 3:00pm Monday to Friday.

### **Physical and Mental Requirements:**

- Must be able to sit for a few hours at a time.
- This work can be described as monotonous and often includes carrying out repetitive tasks.
- May require prolonged screen time of 2-3 hours.
- Must be able to write/type for an extended period of time, up to a max of 2-3 hours.
- Must be comfortable and able to talk on phone for an extended period of time, up to a max of 2-3 hours.

### **To Apply:**

Any interested candidates should fill in a volunteer application form and submit by email to Amanda McConkey at [amcconkey@porthopechc.ca](mailto:amcconkey@porthopechc.ca) indicating **Program Admin Volunteer (Diabetes Education Team)** in the subject line or drop off at the CHCN Attention: Amanda McConkey.