



Community Liaison Coverage

Volunteer Position Description

The Spence Neighbourhood Association works with the people of Spence to revitalize and renew their community in the areas of Holistic Housing, Community Connecting, Community Economic Development, Environment and Open Spaces, and Youth & Families.

Purpose: The Spence Neighbourhood Association is seeking enthusiastic, passionate, and reliable volunteers to cover (substitute) for the SNA Community Liaison when they are unavailable. The Community Liaison Coverage is the first point of contact when an individual, family, organization, business, service provider, community group, or stakeholder connects with SNA.

Location: Magnus Eliason Recreation Centre (MERC) – 430 Langside Street.

Time Commitment: Approximately 10 hours monthly; weekdays; 9 am - 3:30 pm

Duties & Responsibilities:

- Answer the SNA phone, checking voicemail, forwarding messages, and returning calls
- Assist user groups or programming when needed; assisting user groups with set up and take down in their booking space; ensuring user groups are cleaning up after themselves
- Attend a volunteer orientation and training session
- Greet SNA, City of Winnipeg, and MERC guests and participants in a polite, positive, and professional manner; ensure each person's experience is respectful and dignified
- Link people to SNA staff, programs, building spaces, and community resources
- Maintain the community bulletin board
- Monitor building activities
- Participate in and model MERC's Behaviour Management Model & Expectations
- Recording number of people accessing the space
- Tidy the MERC building when necessary
- Write incident reports when necessary
- Other duties as assigned

Skills & Qualifications:

- Be able to provide a current criminal record check and child registry check
- Be able to provide clear direction and feedback to incoming community members
- Be able to work flexibly and when needed

- Be proficient in Microsoft Office and Google applications
- Have an in-depth understanding of inner city communities
- Have experience of liaising community programs and events
- Must be able to communicate both verbally and in writing
- Organization skills and abilities
- 18+ years

Benefits:

- Increase confidence
- Build a real sense of achievement
- Improve and be a part of community
- Discover and practice new skills
- Retain and sharpen current skills
- Expand your horizons and experiences
- Become energized and renewed
- Have fun