



REACH
Community Health Centre

basicsforhealth

Basics for Health Program: Volunteers Needed

Help improve health outcomes for individuals and families while gaining meaningful and valuable health care experience as a Basics for Health (B4H) volunteer at REACH Community Health Centre!

Volunteers will have the opportunity to work with community members onsite at REACH in east Vancouver, as well as offering services via phone or video at weekly drop-in times.

In collaboration with health care and social service providers, B4H volunteers assist individuals and families with meeting their needs for housing, food security, employment/income security, healthy child development, education and social support as needed. Volunteers will provide support to clients through information and resource provision, referrals, and follow-up while working with other volunteers to maintain efficient service.

Responsibilities

As a compassionate individual with interest or experience in supporting vulnerable populations, you will,

- Interact with clients, community members, volunteers and staff in a respectful and empowering manner
- Onsite: Greet and direct REACH members at Welcome Desk, engaging them on B4H where appropriate
- Online: Host video meetings with clients using TELUS Business Connect Meetings (similar to Zoom)
- Conduct appointments with clients to provide support and resource referrals in accordance with program policy and procedures
- Research for resources according to each client's priorities
- Consult and debrief with staff regarding challenging interactions
- Adhere to provincial standards with regards to client confidentiality and privacy
- Participate in required skill development training and ongoing sessions as they come up
- Participate in team meetings (approx. once every 4 months)

Personal and Professional Development

Throughout your involvement with B4H, you will:

- Gain experience assisting individuals and families with real concerns/needs
- Contribute to making a significant impact on the health outcomes of individuals and families
- Become educated about the social determinants of health
- Receive skills training (communication and interpersonal skills, referral skills, documentation skills, boundary setting)
- Have exposure to opportunities for networking with health care professionals, social service providers and community organizations
- Obtain a confirmation of hours letter for academic or employment purposes after satisfactory completion of training and 42 minimum volunteer hours

*Note: Training hours are considered as a **separate requirement** to volunteer hours



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Requirements/Qualifications:

- Reliable, non-judgmental, open to learn, share and receive feedback; committed to supporting individuals and families achieve better health outcomes through an empowerment model
- Proficient in speaking and writing English – a second language is an asset, particularly Spanish, Vietnamese, or Arabic
- Comfortable and competent using computers and video conferencing
- Lived or professional experience navigating health and social service systems is considered an asset

Time Commitment:

- Successfully complete our training workshop (8 hours over two-three days at the end of August)
- Commit to a **minimum of 6 months** of involvement
- Complete at least **two shifts per month**; volunteer shifts are scheduled by the coordinator on a 4-month basis. Currently we have 2 onsite shifts and two offsite shifts available every week
- Attend skill development training as they come up
- Represent REACH Community Health Centre at outreach events throughout the year (optional)

Technology Requirements*

- PC Computer with Windows 7 or later, OR Mac computer with OSX High Sierra or later
- Video-conferencing equipment (webcam, headphones or earbuds, microphone)
- High-Speed internet (Minimum 15 mbps download, 5mbps upload); wired connection preferred
- Private or semi-private space where you can volunteer (ex, a bedroom)

**If technology is a barrier for you, please let us know and we may be able to assist.*

Supervision:

- Volunteers are expected to work independently, but will be scheduled with a partner volunteer and/or the coordinator on every shift
- Coordinator available for troubleshooting Remote Desktop and Technology issues.

Please submit your resume and the Application Form to Samantha Medley at

b4hcoordinator@reachcentre.bc.ca with the subject line Basics For Health Volunteer Application by Friday, July 24th at 11:59pm. Individuals from underrepresented populations* are especially encouraged to apply. Shortlisted applicants will be contacted to arrange a phone interview.

All successful applicants will be required to undergo a Criminal Record Check through REACH Community Health Centre, be up-to-date on their COVID-19 Vaccinations, and sign a confidentiality agreement.

We look forward to hearing from you!

*Underrepresented populations are those who are typically underrepresented in the healthcare field, for example, Indigenous people, people with disabilities, refugees and newcomers, and those who identify as LGBT2QIA+. REACH is strongly committed to creating a diverse work environment and encourages applications from the communities we serve.

* Priority may be given to volunteers who can work both offsite and onsite