

Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Administrative Support Volunteer – Reception Volunteer Position Description

Overview

The Administrative Support Volunteer – Reception plays a vital role in creating a welcoming and efficient environment at the Alzheimer Society. Volunteers in this position provide essential clerical and reception support, ensuring smooth daily operations and helping staff deliver high-quality programs and services to clients, care partners, and community members.

We are currently seeking volunteer coverage for the reception desk at our Brantford, Hamilton and Burlington offices. Volunteer support is needed to provide coverage for the reception desk when the staff member is on vacation or away from the office due to illness or appointments.

Role Summary

Roles in this category include (but are not limited to):

- Providing front desk coverage during office hours.
- Greeting visitors and directing inquiries to the appropriate staff members.
- Accepting donations in accordance with policy.
- Entering data accurately into client & donor databases (optional)
- Performing opening or closing procedures for the office as required (optional)

Objective

To provide a welcoming reception experience to persons living with dementia, care partners, donors, and other visitors at our offices when staff aren't available due to illness, appointments and offsite commitments.

Responsibilities & Tasks

- Perform administrative duties as assigned, which may vary by location and staff needs (optional)
- Assist with special projects such as mail-outs, assembling educational resource kits, or preparing materials for community programs.
- Enter, update, and verify client and program information s. (optional)
- Maintain confidentiality and accuracy in all administrative work.
- Carry out additional tasks within the scope of administrative support as directed by Alzheimer Society staff.

Qualities and Skills

- Willingness and ability to learn and use organization-specific systems, including Office 365, AlayaCare, Raiser's Edge
- Excellent interpersonal and communication skills.

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H A M I L T O N H A L T O N

- Ability to follow directions, manage time effectively, and adapt to varying administrative needs.
- Interest in or willingness to learn about dementia, its impact, and the role of the Alzheimer Society in supporting those affected.

Training Provided

- Alzheimer Society Volunteer Orientation Session.
- Accessibility for Ontarians with Disabilities Act (AODA) training.
- ALZeducate Volunteer Learning Modules.
- Position-specific training related to administrative and reception tasks.
- Database training (AlayaCare).
- Donation processing procedures.

Benefits of Volunteering

- Develop or enhance professional administrative skills.
- Gain hands-on experience in a nonprofit and health-services setting.
- Meet new people and contribute to a compassionate community cause.
- Deepen your understanding of dementia and its impact on individuals and families.
- Receive guidance and support to help achieve your personal or career goals.

Boundaries

- No unsupervised contact with clients or caregivers, except for brief, task-related interactions.
- Maintain strict confidentiality of all client and organizational information.
- Do not provide medical advice, treatment recommendations, or personal opinions on healthcare matters.
- Do not share personal contact information with clients or caregivers.

Commitment

- On call for coverage when illness, appointments come up
- Normal operation hours are Monday – Friday, 8:30 am – 4:30pm. You would be scheduled for minimum of an hour as needed.

Preliminary Screening

- Volunteer application form.
- Two reference checks.
- Police record check with vulnerable sector screening.
- Signed confidentiality and conflict of interest agreements.

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Supervision and Ongoing Support

- This position reports directly to a designated Alzheimer Society staff member who provides direction, supervision, and ongoing feedback.
- Volunteers will receive continued support and check-ins to ensure a meaningful and successful volunteer experience.

How to apply:

Interested candidates are asked to submit your resume to volunteers@alzda.ca We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest however, only those selected for an interview will be contacted.