



Volunteer Posting

Information and Referral Support Volunteer

ABOUT THE POSITION

The Canadian Mental Health Association (CMHA) is one of Canada's oldest national mental health charities. Our vision is mentally healthy people in a healthy society. CMHA helps people access community resources they need to build support for and recovery from mental illness or addiction.

Information and referral support is a core service of CMHA BC and we need experienced volunteers to help us help the people who email and phone us from across the province on a diverse range of issues. This position will report to the Information & Volunteer Services Coordinator and is ideal for a retired mental health professional or educator, or a former distress line worker.

You will need to commit to a minimum of 4 hours per week, for at least 9 months. Flexible working hours. After orientation and demonstrated ability, work can be done from home or our office location.

Please apply with resume and cover letter, no phone calls.

DUTIES AND RESPONSIBILITIES

- Answering email and phone inquiries from the public with emotional support and referral
- Tracking key statistics
- Occasionally updating resource lists
- Community displays, presentations and event planning

ABOUT YOU

This role is suitable for an adult or older adult with a current knowledge of mental health programs, services and resources in the community. Some training is provided, but we are currently looking for volunteers who are already familiar with the mental health landscape and require less training.

You will bring the following skills, knowledge and ability to the role:

- Interest in mental health and illness
- Experience working with people with different backgrounds, cultures or life experiences
- Excellent written and oral communication skills - clear and friendly email writing style
- Experience using a warm and empathetic manner to help people needing help or in distress
- Reliable
- Good web research skills
- Comfort with computers and database software
- Good judgment, especially when to ask for supervision
- Ability to work as part of a team with volunteers and staff
- Fluency in English (knowledge of a second language an asset)

BENEFITS

- Reference letter after 3 months, if requested
- Exposure to job opportunities at CMHA BC
- Certificate of completion after one year
- Annual volunteer appreciation
- Some expenses covered

CONDITIONS

This position is located at the CMHA BC Division office in downtown Vancouver. Volunteers must commit to at least 4 hours per week for 9 months. Depending on pandemic restrictions, the work will need to be done either on-site or from home, during regular office hours, Monday to Friday. Preference will be given to those who have a more flexible schedule to better match when we have the greatest demand.

HOW TO APPLY

Please submit your resume along with a cover letter to Shainul Kassam at shainul.kassam@cmha.bc.ca.

We are an equity employer and encourage applications from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders, and others who may contribute to our further diversification.