



## Legal Advocacy Volunteer

### Position Overview:

First United is a place for people of all walks of life to come together in community. Getting involved in the community is a great way to show you share our values of dignity, trust, justice, empowerment, and respect for all. Reporting to the Legal Advocacy Program manager, volunteers are expected to help oversee the intake process.

### Key Responsibilities:

- ▶ Greet incoming clients, supervise waiting area, note general information, and maintain an organized queue during intake hours
- ▶ Retrieve files for returning clients
- ▶ Assist clients in need of accessibility support
- ▶ Report any issues to the Legal Advocacy Program manager
- ▶ Other tasks as needed

### Skills and Knowledge:

- ▶ A firm kindness with good boundaries
- ▶ Open to welcoming people from all walks of life
- ▶ Experience in a low-barrier environment working with people who live with the intersecting challenges of mental illness, trauma, addiction, and extreme poverty
- ▶ Ability to be warm and welcoming while maintaining a professional demeanour, including maintaining confidentiality where appropriate
- ▶ Experience working in a non-profit or social service-related environment is an asset
- ▶ Naloxone/Narcan training an asset

### Requirements:

- ▶ Must pass a criminal record check
- ▶ Must sign confidentiality agreement
- ▶ Must be at least 18 years or older on date of first shift

### Commitment:

We ask that volunteers commit to at least one shift per week (two hours) for at least three months. *This volunteer opportunity is currently on hold due to the ongoing COVID-19 pandemic. Volunteers who express interest in becoming a social housing lunch volunteer will be contacted when our in-person opportunities become available again.*