



Welcome & Office Support Volunteer

Job Description: To assist Trillium House by undertaking specified activities that allow staff to spend as much time as possible in direct interactions with Residents.

Program: Welcome & Office Support volunteers are scheduled on a regular basis to complete tasks that maintain an inviting nature for our facility to Residents, their loved ones and visitors. These tasks include but are not limited to:

- Greet visitors at the reception desk and help them find Resident room or staff members.
- Answer phone to provide general information, transfer calls to appropriate staff, and take messages.
- Assist care staff with non-direct care requests from Residents and loved ones – provide beverages, snacks, reading materials, etc.
- Assist as requested with regular office functions such as filing, preparation of board and committee materials.
- Other tasks as requested and capable.

Welcome & Office support volunteers are trained by staff on our emergency procedures and use of household equipment.

Welcome & Office Support volunteers must be 18 years of age or older and undergo a background check that includes fingerprinting. Volunteers must also complete a tuberculosis screening provided by Trillium House.

Trillium House reserves the right to deny or revoke volunteer privileges to anyone at any time when we determine it is in the best interest of our Residents and/or organization.