

## **VOLUNTEER POSITION: Client Service Volunteer**

Position type: Volunteer

Time Commitment: one ½ day per week for a minimum of six (6) months

Job Region: ON – Metro Toronto Area

Location: Yonge & Sheppard

Application deadline: *On-going need for volunteers*

### **THE HOPE AIR ORGANIZATION**

**Hope Air** is a registered national charity dedicated to serving Canadians in financial need by providing free air transportation to recognized facilities for non-emergency medical care not available in the client's home community. Using donated seats **Hope Air** arranges flights for clients on commercial, corporate and general aviation aircraft, the latter of which are operated by registered volunteer pilots. By serving all provinces, assisting all ages and representing a wide variety of illness groups, Hope Air stands alone in providing this service. Largely volunteer-based, our culture is one of respect and caring.

### **POSITION SUMMARY**

This position reports to the Flights Coordinator. Client Service Volunteers are responsible for the intake of flight requests and provision of support to Hope Air clients.

### **POSITION RESPONSIBILITIES MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:**

- provide information about Hope Air's programs to clients, healthcare workers, social service agencies and other interested parties
- take detailed telephone flight requests from clients, healthcare professionals, and social service workers using a computer database
- obtain medical clearance from physicians and confirm appointments at treatment facilities
- conduct follow-up telephone calls with clients
- provide client care services pre & post flight (via telephone and electronic communication methods)

### **QUALIFICATIONS**

- Bilingual – fluent oral communication skills in both English & French
- Strong communications and client service skills
- Advanced computer skills (MS Office, Internet, E-mail)
- Desire to help those in need reach medical care; compassion and patience to work with clients in crisis

### **POSITION COMMITMENT**

- One half-day (4 hours) per week on one of the following days:
  - Monday mornings
  - Monday afternoons
  - Tuesday afternoons
  - Wednesday afternoons

- Thursday mornings
  - Friday mornings
  - Friday afternoons
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- Minimum of six (6) months in position
  - Available for a minimum of two (2) training workshops per year

### **STATISTICS**

- Total office staff – 3.5
- Provided over 52,000 flights to Canadians since inception in 1986
- Approximately 20 office volunteers
- 75 volunteer private pilots
- \$522,000 operating budget (excluding in-kind revenue of \$2,000,000), spending less than 5% annually of total revenue (including in-kind) on administration

Prior to submitting application, please visit: [www.hopeair.org](http://www.hopeair.org)

Interested parties are asked to submit cover letter and copy of their current resume by e-mail to:  
Heather Johnson: [hjohnson@hopeair.org](mailto:hjohnson@hopeair.org). Please include your daytime telephone number.

We appreciate the interest of all applicants, however, only candidates selected for an interview will be contacted.

Contact by: Email

Job Contact Information

Heather Johnson: [hjohnson@hopeair.org](mailto:hjohnson@hopeair.org)