Volunteering with Chimo offers a unique and rewarding opportunity to support those in need and to make a positive difference in your community. Volunteering is a powerful avenue for ongoing personal growth! It is also a great way to gain valuable life skills and professional skills, such as self-awareness, active listening skills, crisis prevention, personal advocacy and knowledge of government and community resources.

We are proud to offer in-depth training delivered by highly-skilled, Masters-level training facilitators. Volunteers are the backbone of our services, and we are committed to ensure that you receive the training, support and encouragement that you deserve.

**Volunteer Seniors Advocate - Overview**

The Volunteer Seniors Advocate will

* assist residents aged 55 and over in the Richmond and South Delta area with housing, food, benefits, and community resources through a senior-centered case management approach
* empower clients to develop the confidence and skills to effectively speak and act for themselves, gather information, gain knowledge, learn to identify, and address issues, and prevent crises.

**Volunteer Role and Responsibilities**

The Seniors Advocate will support seniors in vulnerable circumstances through a senior-centred case management approach to:

* Provide non-judgmental emotional support, validation, and compassion within professional boundaries to seniors in distress
* Empower seniors to make their own decisions using collaborative, facilitative problem-solving approach
* Assess seniors risk using Chimo’s risk assessment and intervention protocols
* Strictly adhere to Chimo’s confidentiality and privacy policies
* Work with supervisor for guidance, information, best practices, briefing/ debriefing, scheduling
* Determine and prioritize seniors needs and goals, and prepare an action plan with timelines
* Monitor and review results, revise the plan as needed, and discuss end-of-service indicators
* Provides first language service, as required, to enhance the client experience, including providing document translation support
* Conduct appointment bookings, intake, waitlisting duties accordingly

**Minimum Qualifications**

* 19 years of age and older
* Able to speak and write English fluently
* Able to empathize and listen well
* Complete a Vulnerable Sector Criminal Record Check
* Strong computer and internet skills
* Non-judgmental and willing to learn
* Committed and reliable
* Strong research and problem-solving skills
* Fluency in Mandarin or/and Cantonese, including the ability to read, write, and speak will be an asset

**Training**

Successful candidates are required to complete the:

* Chimo Volunteer Core Training Program (session #1-4) covering topics on active listening skills, mental health, substance use, abuse, and crisis intervention. Formats include lectures, small group discussions, and role-play exercises AND
* Additional program-specific training is mandatory. Details will be provided at the end of the interview.

**Training – Fee: $75**

**Commitment Expectations**

This is an ON-SITE volunteer opportunity; shifts are available during weekdays from 9:00 am to 4:30 pm. Upon completion of training, volunteers are expected to commit to one 3- to 4-hour shift per week for a total minimum of 100 hours.

***Please note that applicants can only apply for one program at a time. For example, if you are accepted into the Seniors volunteer program, you will then be expected to fulfil the commitment requirement before applying to another program.***

**Volunteer Application Process**

1. All applications will be reviewed, and applicants will be contacted for a pre-screening phone meeting
2. Qualified applicants will attend an interview with the Seniors Services Supervisor via Zoom
3. The Seniors Services Supervisor will conduct reference checks
4. Applicants will be required to complete a Vulnerable Sector Criminal Records Check
5. Successful applicants are required to pay training fee before the first training session
6. Successful candidates are required to attend all mandatory training (Core and Program-Specific) sessions. Evaluation of suitability is conducted throughout the training sessions as well.

**Volunteer Seniors Advocate Application Form**

*Chimo Community Services respects and upholds an individual’s right to privacy and protection of his/ her/ their personal information. A complete copy of Chimo’s Personal Information and Protection of Privacy Volunteer Information Policy can be found at the end of this application.*

Please email your application to [volunteer@chimoservices.com](mailto:volunteer@chimoservices.com). We look forward to hearing from you.

*Submission Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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| --- | --- |
| **Personal Information** | |
| First Name | Last Name |
| Address | Postal Code |
| City | Email Address |
| Mobile number | Home number |
| Work number | Preferred contact number (please check one)   * Mobile * Home * Work |

|  |  |  |
| --- | --- | --- |
| **Volunteer or Work Experience** | | |
| Position Title | Organization | Start Date – End Date |
| Position Title | Organization | Start Date – End Date |
| Position Title | Organization | Start Date – End Date |

|  |  |  |
| --- | --- | --- |
| **Education or Related Training Experience** | | |
| Education/Training | Organization | Start Date – End Date |
| Education/Training | Organization | Start Date – End Date |
| Education/Training | Organization | Start Date – End Date |

|  |  |  |
| --- | --- | --- |
| **References (please provide minimum 2 references with one being work-related)** | | |
| Work-related (Employment or Volunteer) Referee Name | Organization and Title | Telephone and/or Email |
| Work-related (Employment or Volunteer) Referee Name | Organization and Title | Telephone and/or Email |
| Personal reference from your network – Referee Name | Organization and Title or Relation to you | Telephone and/or Email |

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| --- | --- | --- |
| **Emergency contact** | | |
| Name | Relation to you | Telephone |

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| **How did you learn about this volunteer opportunity?** |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| **Your Language Skills –** please indicate fluency by circling Yes or No |
| **English language fluency: Verbal Yes / No Written Yes / No**  **Other language \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fluency: Verbal Yes / No Written Yes / No**  **Other language \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fluency: Verbal Yes / No Written Yes / No**  **Other language \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fluency: Verbal Yes / No Written Yes / No**  **Other language \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fluency: Verbal Yes / No Written Yes / No** |

The following section helps us to better understand your goals and understanding of the volunteer role. Please take time to reflect on your experience and feel free to elaborate with examples:

1. What do you hope to gain from your volunteer experience with Chimo?
2. Describe how you see you contributing to Chimo Seniors Services.
3. In your opinion, what is the difference between giving someone advice and listening? Please give an example from your experience where you helped someone by listening.
4. In the last year, what personal or family loss or crisis have you experienced? How did you cope with it?
5. What does empathy mean to you? Please tell us about a time that you felt empathy for someone.
6. Often Chimo serves seniors to prevent crisis (i.e., poverty, abuse, addictions and mental health). How do you feel about working with seniors who are coping with these issues?
7. Chimo values diversity. Please give an example of a time when you worked with a diverse group of people. What were the challenges and benefits?
8. How you understand community connection?
9. How is helping someone as a Chimo volunteer different than helping a friend or family member?
10. Describe a time when someone you know was experiencing a crisis. What do you think they were feeling? What did you say to support them?

Thank you for taking the time to complete this application. Please send to:

E-mail: [volunteer@chimoservices.com](mailto:volunteer@chimoservices.com)

Fax: 604-279-7075

Mail or drop in:

Volunteer Services

Chimo Community Services

120 – 7000 Minoru Blvd.

Richmond, BC V6Y 3Z5

**Personal Information & Protection of Privacy**

**Volunteer Information**

**General**

Chimo Community Services respects and upholds an individual’s right to privacy and to protection of his or her personal information. Chimo is committed to ensuring compliance with applicable privacy legislation and has developed policy and practices to achieve this end. Chimo maintains a Privacy Officer who is responsible for the agency’s compliance with this policy.

Purposes for Collection, Use & Disclosure of Personal Information

Chimo is accountable for the personal information under its control including information relating to volunteers. Personal information related to volunteers may be used:

* To facilitate participation in volunteer programs and provide references
* To assess eligibility and appropriateness of volunteer opportunities
* To contact volunteers for scheduling or volunteer training / development opportunities
* To comply with legal and regulatory requirements

Personal information may also be used for other purposes, subject to Chimo’s obtaining prior consent for such use.

**Limiting Collection, Use, Disclosure & Retention of Personal Information**

Chimo shall neither use nor disclose personal information for any purpose other than that for which it was collected, except with consent or as required by law. Personal information shall be retained only as long as is necessary for the fulfillment of the purposes for which it was collected, or as required by law.

**Security of Personal Information**

Chimo protects personal information with appropriate security safeguards, including physical, administrative and electronic security measures.

**Access to Personal Information**

Individuals from whom Chimo has collected personal information have the right to access their personal information that is under the control of Chimo Community Services. The Privacy Officer will assist with access requests. In some exceptional situations, Chimo may not be able to provide access to certain personal information that it holds. If access cannot be provided, Chimo shall notify the individual in writing of the reasons for the refusal. A response to a request for access to personal information shall be provided within 30 days of receipt of the request.

**Concerns or Questions Regarding Privacy**

Questions or concerns regarding this policy and / or CHIMO’s compliance with it should be directed to:

Privacy Officer, Chimo Community Services

120-7000 Minoru Blvd.

Richmond, BC V6Y 3Z5

(P) 604-279-7077 (F) 604-279-7075 (E) [chimo@chimoservices.com](mailto:chimo@chimoservices.com)