

BINGO VOLUNTEER

POSITION:	Bingo Volunteer
POSITION REPORTS TO:	Volunteer Coordinator
LOCATION:	1230 Kerrisdale Blvd, Newmarket
TYPE:	Part-Time Volunteer with honorarium, in-person
HOURS OF WORK:	2-4 shifts per month, on Wednesdays from 1:45pm-4pm

About Yellow Brick House:

Yellow Brick House is a non-profit charitable organization dedicated to providing services to women and children who have experienced violence and abuse. Yellow Brick House provides emergency shelter, transitional housing and supportive counselling to abused women and their children in York Region. Services are provided within a supportive environment that facilitates empowerment to help women and their children rebuild their lives.

Summary of Position:

Under the supervision of the Volunteer Coordinator, the Bingo Volunteer will be responsible for attending weekly Bingo games in Newmarket to represent Yellow Brick House and support the activities at the Gaming Centre. Such responsibilities include welcoming customers at the entrance, providing information on games, and assisting with other duties as requested by the Gaming Centre. The Bingo Volunteer must demonstrate a commitment to serving Yellow Brick House clients and to upholding the Yellow Brick House mission. This position is ideal for an individual with strong customer service, interpersonal and verbal communication skills.

Responsibilities:

1. Welcome customers at the main entrance, assist with doors, and thank customers for supporting Yellow Brick House.
2. Provide information on games, programs, and promotions, answer questions, etc.
3. Circulate the facility – chat with customers when appropriate.
4. If requested by the operator – assist with promotions – e.g., handing out ballots, prizes.
5. Return food trays to kitchen area.

6. Assist with clean-up (used bingo paper, etc.). Generally, assist in maintaining a tidy environment – push in chairs and clean up wherever needed.
7. Support with charity awareness. Engage the customers in conversations where you can – inform them about the work of Yellow Brick House, and how we use the funds raised in the Gaming Centre.

Requirements:

1. Complete online bingo training & complete initial in-person training first shift
2. Excellent customer service and communication skills.
3. Demonstrated ability to maintain an organized workspace.
4. Knowledge of working with multicultural communities and women’s rights issues.
5. Excellent interpersonal skills, honest communication, positive attitude and ability to carry a professional tone.
6. Must be at least 18 years old, as the shifts are held in a Bingo & Gaming Centre.

Additional:

1. You will receive a \$100 honorarium for each shift completed for transportation expenses.

Please submit resume / subject line “the volunteer position title” that interests you to volunteering@yellowbrickhouse.org