

SERVICE AREA: Immigrant Services

POSITION: Outreach and Events Volunteer

Current Mode of Program Delivery: In-person (primarily during events, mostly weekends)

REPORTS TO: Simran Gajbhiye

EMAIL: simran.gajbhiye@ytr.ymca.ca

TIME COMMITMENT: 1–2 events per month (approximately 3–5 hours per event)

APPLICATION DEADLINE: Hiring for this role happens on an ongoing basis. Our need for volunteers varies depending on events and outreach schedules.

FUNCTION:

The Outreach and Events Volunteer supports YMCA Immigrant Services staff in delivering successful events and outreach initiatives. This role is vital in ensuring newcomers are aware of YMCA programs and services, while helping create a welcoming environment at events. Volunteers will not represent the YMCA independently; they will always be accompanied by a YMCA staff member or their reporting personnel.

SPECIFIC RESPONSIBILITIES:

- Assist staff at events by greeting participants, supporting registration, distributing materials, and engaging with attendees.
- Accompany the Communications Specialist or other staff to community centers to check and update promotional materials.
- Help organize event bins, flyers, posters, and other outreach tools to ensure they are ready for upcoming events.
- Participate in outreach activities to raise awareness about YMCA programs and services.
- Assist with event setup and take down, including tables, chairs, signage, and materials.
- Maintain professionalism when interacting with participants, staff, and community partners.
- Uphold YMCA rules and procedures and maintain confidentiality of agency and client information.

QUALIFICATIONS:

- Strong interpersonal and communication skills, comfortable engaging with diverse community members.
- Reliable and punctual, with the ability to commit to 1–2 weekend events per month.
- Organized and detail-oriented, able to assist with events and materials preparation.
- Collaborative team player who works well with YMCA staff and supports team goals.
- Familiarity with the Kitchener-Waterloo (and surrounding) area and local community resources is an asset.
- Ability to stand and move around during events, and lift/carry light event materials when needed.
- Acceptable Vulnerable Sector Criminal Record Check.

COMPETENCIES REQUIRED:

Reliability: Commits to attending assigned events and outreach opportunities and arrives on time, prepared to support staff.

Communication: Communicates clearly and professionally with staff, participants, and community members to support outreach efforts.

Relationship Building and Collaboration: Builds positive interactions with community members and works effectively with YMCA staff to represent the program.

Organization: Assists with organizing event bins, promotional material, and setup/teardown of event spaces.

Community Engagement: Demonstrates an understanding of diverse communities and supports outreach efforts that foster connection and belonging.

Adaptability: Functions effectively in dynamic environments where event needs may change.

In addition to the above competencies, the Association Core Competencies are required:

Commitment to Organization Vision, Values & JAIDE: We aspire to build connected and resilient communities. We are working to be a leader in challenging systemic bias and barriers by creating and providing equitable access to individuals and communities to support their emotional, mental and physical health, and overall well-being. When individuals feel included and supported, it fosters social connection, leading to positive impacts on our communities' health and well-being.