



Volunteer Job Description

Position Title	Volunteer Office Assistant
Department	Administration
Time Commitment	Minimum of 7.5 hrs/wk for 6 months (1 days/week)
Location(s)	North York Office: 1751 Sheppard Avenue East (Don Mills/Sheppard) Downtown Markham: 3621 Hwy 7 East (Warden/Hwy 7) Downtown Toronto: 407 Huron Street (Bloor/St. George)
Summary	Hong Fook means “Health and Felicity” in Chinese. Established in 1982, Hong Fook Mental Health Association is the leading ethno-cultural community mental health agency with a consolidated culturally competent team serving Asian and other communities in the Greater Toronto Area. Hong Fook provides a continuum of mental health services covering the spectrum from “promoting wellness” to “managing illness” in Cambodian, Chinese (Cantonese and Mandarin), Korean, Vietnamese and English.
Position Overview	Volunteer Office Assistant is the first point of contact that a caller or visitor has with the organization. They must consistently demonstrate a warm, professional and helpful attitude. Part of their roles is to provide clerical, administrative support and reception functions for Hong Fook.
Role & Responsibilities	<ul style="list-style-type: none">- Provides coverage for reception/front desk- Handle enquiries from service users- Provides general office and clerical support- Maintain and update information on bulletin and brochure boards- Filing, faxing and photocopying- Data entry for various programs- Other administrative duties as assigned
Other Responsibilities	<ul style="list-style-type: none">- Act in accordance with Hong Fook’s Vision, Mission, Equity Vision, Values and Principles, and Policies and Procedures- Work in alignment with the agency’s strategic plan- Contribute to the quality of care provided to clients which meets a high standard consistent with Hong Fook’s philosophy of client-centered, non-judgmental, client-empowering support and service- Support agency-wide values, goals and objectives
Skills Requirements	<ul style="list-style-type: none">- Good communication skill and details oriented- Willingness to work with a diverse group of individuals- Computer skills including Microsoft Office: eg. Word, Excel, PowerPoint- Second language in Chinese, Vietnamese, or Korean an asset- Must be 18 of age or older- Attend interview and volunteer orientation as required- Must provide two contacts for reference check- Attend additional trainings as required
Date	July 2025