



VOLUNTEER ASSIGNMENT

Room 1H43 4500 Oak Street, Vancouver, BC V6N 3N1

P: 604-875-2143 Ext. 3 E: volunteer@cw.bc.ca

Family Support & Resource Centre Library Assistant

Hours: Monday to Friday, 10am – 1pm or 1 – 4pm

Time Commitment: One 3-hour shift per week

Duration: 1-year commitment (or 1 academic year)

Location: Ambulatory Care Building – BC Children's Hospital

Purpose:

The Family Support & Resource Centre (FSRC) is a consumer health library for BC Children's and BC Women's Hospitals. Its mission is to help the families of British Columbia become informed participants in their health care. FSRC provides information to patients and those working with them to understand and manage the needs related to the diagnoses, tests and treatments.

Duties:

- Stationed at the public desk, greet families and answer general and wayfinding questions; respond to emails and phone messages; answer questions about the collection.
- Support families to obtain information appropriate to their needs.
- Assist families with computer and iPad use.
- Circulate materials in-person and by mail, check and reshelv returned materials.
- Assist with collection maintenance, including checking URLs, and shelf-reading.
- Comply with infection control protocols, as required.
- May collaborate with Health Literacy Information Specialist to plan and execute projects aligned with volunteer interests.

Qualifications:

- Strong interest in information management or library services; previous library experience an asset.
- Friendly, reliable and enjoy interacting with a wide range of people including families and staff.
- Must have strong communication skills, be able to follow written and oral directions, and work independently.
- Comfortable with Microsoft Word and Excel.
- Strong attention to detail.
- 18+ years of age.
- Obtain Criminal Records Clearance and complete the PHSA online Privacy Course and Respectful Workplace Policy.
- Comply with all requirements set out by Volunteer Resources General Hospital Orientation.

Training/Orientation:

- Mandatory site and centre training
- Attend advanced training opportunities as scheduled

Additional Info:

- Reports to Health Literacy Information Specialist