

QMUNITY

Information and Referral Specialist

The organization: QMUNITY is BC's LGBTQ/2S community hub and exists to improve queer, trans and Two-Spirit lives. We do this in three ways: By supporting individuals, by strengthening our communities, and by leading the way towards legal and lived equality. We currently have 9 staff, and a large pool of volunteers.

QMUNITY operates on the traditional, ancestral, and unceded territories of Indigenous peoples across British Columbia. In particular, QMUNITY offices are located on the Coast Salish territories of the Musqueam, Squamish and Tsleil-Waututh Nations.

The program: The Information and Referral Services (IRS) desk is the first point of contact for clients accessing QMUNITY. IRS volunteers answer phone calls, reply to emails, and interact with walk-in clients for both QMUNITY and the [Bute Street Clinic](#). They provide information about QMUNITY programs and services, redirect certain inquiries to staff members, and make referrals to other queer- and trans-competent services across BC and Canada.

Responsibilities:

- Welcome clients accessing our programs and services.
- Update and monitor the Counselling program waitlist.
- Address queries about and redirect patients to the Bute Street Clinic, located in our building.
- Provide effective and accessible information and referrals to all clients.
- Assist other QMUNITY staff with various tasks as needed.

Qualifications:

- Priority will be given to folks with lived queer, trans, and/or Two Spirit experiences.
- 19 years of age or over.
- Completion of a Criminal Record Check.
- Strong computer skills, including familiarity with Google Drive programs.
- An approachable, positive, proactive, and flexible attitude!
- Good communication and interpersonal skills.
- Ability to work under pressure.
- Background in customer service work is an asset.

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Time commitment:

- IRS shifts are either 10am-2pm or 2pm-6pm, one day a week, from Monday to Friday.
- This role is long-term (a minimum of three months).

Benefits:

- An opportunity to give back to and support our wonderful clients.
- Experience and training in the provision of peer and social support to members of queer, trans, and Two Spirit communities.
- Ongoing professional development and training opportunities.
- Continued support from staff and other volunteers.
- Potential for letters of recommendation and references.
- Eligibility for Volunteer of the Month and Volunteer of the Year awards.

Accountability:

Evaluation and support is provided on an ongoing basis through regular check-ins with QMUNITY's Volunteer Coordinator.

How to apply:

Please create a profile on our [online platform](#), and email your resume and a statement of interest to the Volunteer Coordinator at volunteers@qmunity.ca.

Accessibility:

QMUNITY's main office space is located on the second level of the building. Applicants should be aware that there is a flight of 23 stairs to reach the office.

Diversity:

QMUNITY is committed to employment equity and prioritizes applications from underrepresented groups including trans and gender variant persons, Indigenous persons, persons of colour, and persons with disabilities.