



MDABC Information Bureau Volunteer Job Description

The MDABC psychiatric clinic is located on Robson street in downtown Vancouver and the Counselling and Wellness Centre is on West Pender Street in downtown Vancouver. MDABC is a nonprofit organization that provides treatment, support, education, and hope of recovery for people living with a mood disorder or other mental illness.

Major Objectives of MDABC Information Bureau

- To help reduce the stigma around mental health concerns by speaking with people coming up to an MDABC table at an event
- To introduce MDABC programs and services to the public at events
- To have a presence in the mental health field by attending mental health events

Major Responsibilities

- Attend table events
- Greet the public with warmth and enthusiasm
- Answer questions and provide comprehensive information about MDABC programs and services
- Take literature and other materials to speaking events and return unused materials to MDABC office after event

Qualifications

- Confidence when dealing with the public in person
- Warmth and enthusiasm
- Passing a criminal record check (at MDABC expense)
- Desire to become very familiar with MDABC programs and services

Training/Preparation

- New Information Bureau volunteers will be paired up with a current volunteer until the new volunteer feels ready to attend events alone if necessary
- All MDABC volunteers have opportunities to attend Volunteer Training Sessions.
- Self-study on computer to learn about the organization's programs and services

Time and Place

- Information Bureau volunteers attend various locations mainly within the Lower Mainland.
- Most events are held during regular business hours M-F, however there are occasional weekend events

Length of Commitment

- All MDABC volunteers are asked to make a one- year commitment to any volunteer position.