Position Title: CSWO Events and Workshops Volunteer

Role Purpose

CSWO Events and Workshops Volunteers support the successful delivery of CSWO led events by assisting with event logistics and participant experiences. This may include the Annual Faith Leaders Meeting, Annual Neighbourhood Associations Workshop, Hello Neighbour: Let's Talk Safety Walks, and other events. Reporting to Community Safety Coordinator, volunteers act as community ambassadors by helping residents learn about programs, services, and opportunities that contribute to safer and more connected neighbourhoods. Volunteers gain exposure to community safety initiatives, resident and partner engagement, and municipal government operations.

Duties

Volunteer duties may include

- Assist with event setup
- Prepare registration materials
- Organize supplies and equipment
- Set up tables, signage, and displays
- Welcome and greet attendees
- Support registration and check-in
- Provide wayfinding and directions
- Assist participants with questions
- Distribute materials and resources
- Support presenters and staff as required
- Monitor event spaces and report any concerns to staff
- Support event tear-down
- Collect materials and supplies
- Assist with cleanup activities
- Support post-event evaluations or surveys
- Other duties, upon request

In addition to the above responsibilities, Hello Neighbour: Let's Talk Safety Walks volunteers may:

- Attend and support Hello Neighbour: Let's Talk Safety Walks with CSWO staff
- Assist with note taking
- Register attendees
- Help residents submit 311 requests

Volunteer Requirements

- Must be 18 years of age or older
- Friendly and professional demeanor
- Strong customer service skills
- Good communication skills
- Ability to work as part of a team
- Dependability and punctuality
- Ability to follow instructions
- Basic organizational skills
- Ability to speak other languages is an asset
- Event planning skills are an asset

- Ability to stand for extended periods, lift light materials, and work both indoors and outdoors
- Volunteer assignments may occur at various facilities, venues, parks, and community locations across Brampton. Volunteers are required to arrange and coordinate their own transportation to and from volunteer activities and must be able to attend assigned locations as scheduled.
- Successful completion of all mandatory volunteer training and consistently demonstrate behaviours aligned with the City of Brampton Volunteer Code of Conduct, including treating others with respect, following staff direction, maintaining professionalism, and contributing to a safe and welcoming environment.

In addition to the above requirements, Hello Neighbour: Let's Talk Safety Walks Volunteers require the following qualifications:

- Must be 18 years old or older
- Minimum requirement of Grade 12 or equivalent secondary education (a university or college education in social science, law, criminology, police foundations or security and enforcement related fields would be an asset)
- Ability to walk in easy-to-moderate terrains, while multitasking.

Time Commitment

Volunteers are welcome to sign-up for events and workshops that align with their availability through the application. Volunteers are encouraged to commit to a minimum of 10 hours of volunteer time annually.

Screening Requirements

- Police clearance
- Reference check (if applicable)
- Volunteer screening call