Position Title: CSWO Public Engagement and Outreach Volunteer

Role Purpose

CSWO Public Engagement Volunteers support community outreach and public engagement activities by assisting CSWO staff at community events by helping to operate information tables, informing residents about community safety resources, and distributing educational materials. 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 tasks may include:

- Attend community events and public engagement activities with CSWO staff
- Assist in setting up and dismantling information booths
- Welcome visitors, ask and answer questions
- Share approved information with the public about CSWO programs and initiatives
- Distribute promotional materials and educational resources
- Encourage participation in surveys, consultations, and engagement opportunities
- Support collection of community feedback
- Direct residents to appropriate staff for detailed questions
- Manage inventories of educational and promotional materials, swag; refill display items as needed.
- Help create a positive and welcoming environment

Volunteer Requirements

- Must be 18 years of age or older
- Strong interpersonal skills
- Confidence speaking with members of the public
- Positive and approachable attitude
- Strong communication skills
- Ability to represent the City professionally
- Ability to engage respectfully with diverse community members
- 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.

Preferred:

- Community outreach experience
- Customer service experience
- Multilingual skills are an asset

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