



Position Title: Volunteer Community Programs Assistants (Multiple)

Immediate Supervisor: Manager of Community Engagement

About Heritage Toronto

Heritage Toronto is a charity and agency of the City of Toronto that celebrates and commemorates the city's rich heritage and the diverse stories of its people, places, and events.

Our core annual programs are: Tours from May to October, the Heritage Toronto Awards each October, and a year-round Historical Plaques program.

Job Description

Are you a people person, who loves exploring the city, and is interested in Toronto's heritage?

The Volunteer Community Program Assistants will help deliver our community programs throughout the city, working with staff and other volunteers.

Responsibilities:

Opportunities for Community Programs Assistants include:

Assisting with the Walking Tours:

- Picking up sound equipment from the Heritage Toronto office in advance of the walking tour, and bringing it back the following day
- Assisting with the safety of walk participants—ensuring no one is left behind, that traffic laws are followed, and following first aid/emergency procedures
- Collect surveys and feedback from walk participants
- Facilitating donations from participants for Heritage Toronto
- Providing information about Heritage Toronto's walking tours and other programs, as well as general directions/public transit information for participants who need it

Plaque Unveilings:

- Helping to transport event equipment to the unveiling site
- Assisting with event set-up and take-down
- Providing information about Heritage Toronto's plaque program and other programs

Heritage Toronto Awards:

- Assisting with event set-up and take-down
- Assisting with guest registration and greeting
- Assisting, where required, with program activities
- Volunteers are required to participate as a Community Program Assistant as part of the Walking Tour or Plaque program before assisting with the Heritage Toronto Awards program



Special Events:

- Heritage Toronto's Special Events vary from year-to-year, and as such, the requirements and opportunities vary from year-to-year
- Volunteers are required to participate as a Community Program Assistant as part of the Walking Tour, Plaque, or Awards program before assisting with Special Events
- (Special Events in the past have included: film screenings, lecture series, Black History Month events, Doors Open programming, and exhibit launches)

Requirements:

The ideal Community Programs Assistant will have:

- A friendly, personable manner
- Experience dealing with the public (customer service skills)
- Excellent communication skills
- Passion for sharing Toronto's heritage

Time Commitment (minimum):

Participation at 3 tours from May to October.

All volunteers will be required to attend an orientation and kick-off session; date TBC.