



Hospitality Ambassador

Volunteer Role Description

About Calgary Pop-Up Care Village (C-PUCV)

C-PUCV is a festival for anyone experiencing systemic vulnerabilities such as homelessness and addiction. It is a collaborative initiative supported by BeTheChangeYYC and modelled after LavaMae's Pop-Up Care Village in the San Francisco Bay Area. The festival provides equitable access to basic services such as case management, healthcare, clothing, haircuts, food and more to the street. The one-day event, held at minimum once per year, upholds guests' inherent human dignity and bridges the wider Calgarian community with the underserved population.

This volunteer position requires a commitment to one orientation session prior to the event and minimum of one shift on the day of the event (January 24, 2023). The position reports to, and is supported by, the Hospitality Ambassador Team Lead.

Hospitality Ambassadors will work in a team of two (minimum) to carry out 'radical hospitality': putting extraordinary effort to make the guests feel welcome, to break down barriers that prevent people from participating, and to help people navigate the services and resources available. Ambassadors may patrol the event or work at entry/exit points or a central information booth. These volunteers also encourage participation in activities and free raffles by giving out tickets to guests.

Responsibilities

- complete orientation session prior to the event
- on the day of the event, arrive 10 minutes early for your shift, always travel and work in pairs
- be familiar with the site layout and services/resources available so you can direct attendees
- greet and share conversation with attendees, especially within your designated zone
- help with food service if delegated
- encourage guests to check in with data collection volunteers to give feedback before they exit
- support raffle/door prizes as instructed by your Team Lead
- monitor the energy of the event and update the Hospitality Team Lead
- seek assistance from the Hospitality Team Lead for any difficult situations
- refer all medical issues to designated medical volunteers or the Medical Team Lead

Criteria for Success

The following will contribute to success in this role

- value and respect for diversity and lived experiences
- genuinely enjoy and feel enthusiastic about talking with people from all backgrounds

This festival is proudly sponsored by Calgary Foundation, Youth Central, and the Student Union of UCalgary

- comfortable working under pressure and in a team-environment
- problem-solver, and an excellent communicator

For more information, or to apply

- <https://forms.gle/2C3Y3AqjDWkENXGA8> and visit our website at: c-pucv.ca