



Mission Centre Host Volunteer Description

Position Overview

As the Host of the Mission Centre, this position is responsible to greet seafarers and make them feel welcome. This role is also responsible for making the Centre feel like a 'home away from home' for seafarers. The role is overseen and supported by the Center Lead.

This position offers practical, emotional and spiritual support to Seafarers at the Ports of Oshawa, Toronto, Hamilton, Port Colborne and Port Weller.

Length of Term

- A one (1) year commitment is requested, or subject to the chaplain and/or deacon of the Mission to Seafarers South Ontario's approval. NOTE: The shipping season does not operate throughout the winter.

General Responsibilities

- Greet and welcome seafarers to our Seafarers' Mission Centre
- Offer telephone and internet facilities
- Respond to emergency calls for assistance
- Offer practical, emotional and spiritual support to seafarers
- Ensure coffee and cookies are always available
- Manage the tuck counter, identifying items for replacement
- Assist seafarers to find resources such as churches, stores, theatre, etc.
- Engage in conversation with and be a friendly ear to people far from home and family
- Maintain a log of visitors (sign in book)
- Identify seafarers who may require early intervention, stress management or trauma counseling and contact the trained chaplains to provide assistance
- Provide ideas and suggestions to improve visits, social media posts, or Mission supplies
- Protect the privacy and confidentiality from personal interactions, conversations and other such information



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- Provide assistance at events
- Attend volunteer meetings and training events as required
- Protect the health and safety of self and others by following safe work practices and policies
- Be familiar with general emergency procedures, exits, first aid kits
- Wear personal protective equipment as necessary and/or as provided by the Mission to Seafarers

Skills and Experience

- Genuine desire to help others
- Compassionate and patient
- Ability to listen actively
- Good sense of humour
- Ability to interact with those from diverse cultures and backgrounds
- Ability to operate both independently and collaboratively
- Excellent interpersonal skills, able to interact with all levels in a positive manner, able to build trusting relationships
- Willingness to “pitch in” at all levels and in all activities
- Knowledge of Greater Hamilton, Toronto, Oshawa or Port Weller area is helpful
- Knowledge of Skype, Facetime, Zoom, WIFI, SIM telephone cards
- Working knowledge of International Christian Maritime Association’s Ship Visitor App

Boundaries and Limitations

- Must comply with the policies and guidelines of the MTSSO
- This position demands a high degree of confidentiality and as such, a Confidentiality and Privacy Statement must be signed by the volunteer.
- Accountable to the Mission to Seafarers Southern Ontario Chaplains
- Conversations must be appropriate in nature with confidentiality maintained



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- Maintain a safe environment for themselves and for the person(s) to whom they are ministering
- Adhere to the Seafarers' Ministry Convent of Values and Conduct.

Special Conditions and Hazards

- Eligible for a Restricted Area security pass as issued by the Port and/or Transport Canada
- Full vaccination with Health Canada approved Covid-19 vaccine is mandatory, confirmation required
- Vulnerable sector check is required
- Potential to work in a stressful, crisis situation
- Lifting, bending, carrying