

Make a Difference as a Charitable Gaming Volunteer!

Summary

The **Child Witness Centre** is seeking friendly and dedicated volunteers to support **Charitable Gaming events at the Cambridge Bingo and Gaming Centre (at 255 Elgin Street North, Cambridge)**. By volunteering for just **two hours every 2 to 4 weeks between 6 and 10pm**, you'll play a vital role in helping the Child Witness Centre receive a portion of the event's proceeds.

These funds directly support children and youth who have been victims of crime, providing them with guidance, comfort, and resources as they navigate the justice system. Your contribution will help fund essential programs that reduce social isolation, improve mental wellbeing, and empower young people to begin healing and build stronger futures. This is a meaningful opportunity to use your customer service or retail experience for a great cause — or to develop new skills in a supportive environment.

Volunteer Duties

Volunteers will:

- Complete 2 hours shifts 1-2 times each month, scheduled by the Child Witness Centre's BINGO Coordinator/Lead.
- Complete video and in-person training alongside other dedicated volunteers.
- Provide incredible customer service and support to players at the Cambridge Bingo Centre. You will be asked to:
 - Greet and welcome guests into the facility.
 - Provide tours for new guests at the hall
 - Tidy up gaming pages between rounds.
 - Support staff and other volunteers as needed throughout your shift.
 - Answer any questions that guests have.
 - Support staff with requests as needed.
- Arrive on-time and ready to complete work.
- Dress according to dress code.
- Sign in accurately for each shift.
- Provide information to guests about the Child Witness Centre.

The perfect volunteer for this role will be:

- **Reliable and Punctual:** Dependable in attending scheduled shifts, arriving 10 minutes early, and providing 24-hours notice if unable to attend.
- **Customer Service Oriented:** Willing to go above and beyond to support guests and ensure they have a wonderful experience at the Gaming Centre.
- **Friendly and Supportive:** Outgoing, helpful, and committed to delivering excellent customer service while creating a welcoming environment.
- **A Team Player:** Willing to work collaboratively with fellow volunteers and support one another during shifts.
- **A Good Communicator:** Comfortable speaking and writing in English to connect effectively with organizers, patrons, and fellow volunteers.

- **Capable and Proactive:** Comfortable moving throughout the hall to support tasks like tidying, answering questions, and ensuring the space remains organized.
- **Willing to Learn:** Open to participating in training and a shadowing shift to build confidence in the role.
- **Committed and Available:** Able to commit to a minimum of one shift per month for six months.
- **18 or Older:** Required due to venue regulations.

You can learn more about your role and even take the first step in your training by watching the charitable gaming training videos [here](#).

Schedule and Commitment

- Volunteers are asked to commit to at least one shift per month (usually a Wednesday evening) from 6 p.m. to 8 p.m. or 8 p.m. to 10 p.m. depending on the schedule
- Once trained and experienced, volunteers are encouraged to sign up for backup shifts to help ensure full coverage when needed.

Benefits of Volunteering

By volunteering, you will:

- Contribute to a meaningful cause by supporting vulnerable children in your community.
- Gain valuable customer service, cash handling, and teamwork experience.
- Be part of a welcoming volunteer community.
- Receive a reference letter from the Fund Development Committee after three months of active volunteering.

Ready to Get Involved?

If you're interested or have questions, please fill out our [volunteer form](#). We will also require you to submit your resume, two references, and a current Criminal Record Check. We look forward to welcoming you to our volunteer team!

If this opportunity is of interest to you, but cannot commit to the current shift, we invite you to fill out our questionnaire and ask to be placed on a waitlist for a future shift change.

Questions: Contact Sheila Bauman, Development Coordinator, at sheila.bauman@childwitness.com.