



VOLUNTEER POSITION DESCRIPTION

TITLE: **Friendly Phone Call**

OBJECTIVE: To provide regular weekly telephone calls for social contact and security to seniors living independently in the community.

DUTIES:

- Calls are made from the volunteer's home.
- Calls are made at the same time, so the senior would know what time to expect a call.
- Inform the SCP Coordinator when you are unable to call your client, allow time for a replacement caller to be contacted.
- Volunteers are instructed to use a warm, friendly voice and to identify themselves as soon as possible when making the call. Volunteers should spend as much time conversing as feels comfortable or appropriate. For many participants, this conversation may be the only one they have all day.
- Report promptly to the SCP Coordinator if there are any problems or concerns regarding clients.
- If there is no answer or no message, volunteers will continue trying to reach the senior. SCP Coordinator will follow up if there is a concern.
- Volunteers record the Senior name, date and time on their record sheets. This data will be forwarded to the SCP Coordinator monthly.
- Attend all required training, meetings and information sessions.
- Sign a pledge of confidentiality and maintain confidentiality of client information.
- Obtain a Vulnerable Sector Check with the OPP once restrictions are lifted following the current Covid-19 Pandemic.

QUALIFICATIONS:

- Warmth, patience, understanding and caring
- Reliability and commitment
- Enjoy chatting by telephone
- Able to establish a relationship over the telephone with no previous contact with the client.

ACCOUNTABILITY:

- Responsible to the Seniors Companion Project Coordinator

LOCATION: Volunteers home

TIME REQUIRED: 1-2 hours per week.

For position of trust, successful applicants must complete and sign the Volunteer Application Form.