



Volunteer Policy and Procedure Manual Job Descriptions

JOB DESCRIPTION – Telephone Reassurance Volunteer

Title: Telephone Reassurance Volunteer

Major Objective: To provide regular telephone support to a senior or handicapped person; to check on the well-being of the client; and to help maintain independence of the client in the community.

Requirements & Desirable Characteristics:

- Reliable and trustworthy; punctual; warm and caring; cheerful, patient and friendly; interested in working with older adults.
- Able to respect the privacy and feelings of others.
- Able to lay aside one's own problems and focus on the client.
- Be a good listener.
- Be able to initiate a conversation.

Responsibilities:

- Arrange in advance a suitable time to telephone the client.
- Keep track of time spent phoning the client.
- Provide a brief monthly verbal progress report to the Coordinator of the Telephone Reassurance Program.
- Participate in evaluation of the program.
- Work towards the goals for the client established by the Manager Special Programs and Services.
- Attend orientation, in-service education and support groups whenever possible.
- Maintain the confidentiality of client
- Report promptly any problems to the Coordinator–Telephone Reassurance/Friendly Visiting and/or other person designated.
- Sign a pledge of confidentiality.
- Inform the Coordinator as soon as possible, if unable to volunteer on an assigned date.

Supervisor: The Manager of Special Programs and Services and/or Telephone Reassurance Coordinator

Orientation/Training:

- Initial orientation to agency and program.
- On-the-job training by experienced staff and volunteer.
- Coordinator provides on-going support and is available to answer questions and explain policies.

Time Commitment: Telephone client at home at a pre-determined time once a week.

Preferred Commitment: Approximately once a week for a minimum 6 months (flexible).

Satisfactions:

Providing a vital service to the community; personal growth; feeling of contributing towards the well-being of another person; personal satisfaction from helping and socializing with seniors and disabled adults; enrichment and new knowledge through training opportunities.