

VOLUNTEER POSITION DESCRIPTION

Position Title: Telephone Reassurance Volunteer	Locations: Mississauga, Brampton & Caledon
<p><u>The overall goal of the Telephone Reassurance Program is to:</u></p> <ul style="list-style-type: none"> ▪ To alleviate isolation, loneliness and depression by providing a friendly telephone call by a volunteer who will assist in the maintenance of social connectedness and engagement. ▪ Provide respite support for caregivers. ▪ Engage clients in meaningful conversation in their topics of interest. ▪ Provide a periodic monitoring system of the client's social and mental well-being. 	
<p><u>Responsibilities and Duties:</u> <i>(but not limited to)</i></p> <ul style="list-style-type: none"> ▪ Call the client in their home or assisted living facility; minimum 30 minutes weekly calls at a mutually agreed upon time (between Mon – Sun, 9:00am – 7:00pm). ▪ Build a supportive relationship through conversation and discussion. ▪ Actively engage client in topics of interest including reminiscing about past experiences ▪ Complete the Friendly Visiting Monthly Service Record by calling the Volunteer Services Coordinator on a 'per call' basis or at the end of every month to report volunteer hours for mandatory statistical reporting. ▪ Report issues, concerns and all incidents to the Volunteer Services Coordinator. ▪ Notify the Volunteer Services Coordinator of any extended absences. ▪ Adhere to the vision, mission and guiding values of the organization and the Friendly Visiting program. ▪ Represent Indus in a professional manner at all times. ▪ Be committed to the agency and the agreed upon hours. ▪ Assist with all other duties as assigned. 	
<p><u>Qualifications and Skills:</u></p> <ul style="list-style-type: none"> ▪ Patient, caring and compassionate; be able to establish a good rapport with clients. ▪ Experience working with frail, elderly and/or cognitively impaired seniors (an asset). ▪ Experience working with persons with dementia (an asset). ▪ Reliable, punctual and responsible when keeping appointments and calling clients. ▪ Good listening, interpersonal and communication skills (English as well as one or more South Asian languages). ▪ An ability to accept people as they are and a sincere desire to assist frail, elderly and/or cognitively impaired seniors. ▪ A sense of humour and sensitivity to cultural, linguistic and religious diversity. ▪ A minimum commitment of thirty minutes per week for a minimum of four months is required. ▪ Respect confidentiality at all times. ▪ Sensitive to cultural, linguistic and religious diversity. ▪ Must complete all required volunteer orientation and training sessions. ▪ The following documentation is a mandatory requirement for this position: <ul style="list-style-type: none"> ▪ Current Police Record Check including Vulnerable Screening (completed within the last 90 days). 	
<p><u>Boundaries & Limitations:</u></p> <ul style="list-style-type: none"> ▪ No counselling, as this is not a therapeutic relationship. ▪ No in-home visitations. ▪ No mediation or advocacy for personal or family problems. ▪ Calls not permitted outside of the assigned hours of service. ▪ Social support, platonic relationships only. 	

Note: This description is intended as a guide to reflect the principal functions of the role. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.