



VOLUNTEER POSITION DESCRIPTION

Organization: Flamborough Connects

Contact Information: info@flamboroughconnects.ca or connect with us at 905-689-7880

Volunteer Position: Friendly Calling Volunteer

Type of Position: Remote
(In-person, Hybrid, or Virtual or Remote)

Volunteer Position Descriptions:

Volunteer callers call clients once per week for a minimum 15-minute telephone chat to provide a sense of companionship and support, social interaction, and engaging conversation.

Eligibility/Responsibility Criteria:

- Must be 18+
- Must obtain and pass a Vulnerable Sector Check
- Must provide 2 references who are non-family members
- Must complete:
 - Volunteer Registration Form
 - An interview/meet and greet
 - Read and sign a Confidentiality Agreement
 - Attend an in person or virtual orientation and training session with the Volunteer Coordinator

Friendly Callers Must:

- Conduct weekly calls to their assigned client(s)
- Document all calls by completing the tracking form provided weekly
- Submit tracking forms to the Program Coordinator monthly through email, mail, or in person
- Report changes in client's status/health concerns to the Program Coordinator
- Notify the Program Coordinator when you are unable to reach the client at your scheduled date and time
- Notify the Program Coordinator if you will be away or unable to call the client or if you will be unable to continue in the program
- Notify the Program Coordinator should clients come to expect, or request demands from you that go beyond and outside of your position description
- Always maintain confidentiality of privileged information
- Provide feedback and suggestions to the Program Coordinator as necessary

Time Commitment Expected:

- Phone calls should last about 15 minutes
- Time required to complete the tracking form weekly
- Time required for submitting the tracking form monthly

What a Friendly Caller Is:

- A supportive and caring individual who can provide a sense of companionship, support, and where relevant, information and referrals to other services and supports in the community
- Someone who can provide listening and validation, comfort and reassurance, and entertainment and mental stimulation to isolated and vulnerable clientele
- Someone who checks in on the health and well-being of the clientele regularly and allows clients to remain in their homes and age in a safe and supported way
- Someone who allows the client to guide the conversation
- Someone who engages in active listening and is compassionate and empathetic in their approach
- Someone who is non-judgmental and confidential in their approach
- Someone who cares about the needs of others and making a difference in the lives of those most vulnerable in the community

What a Friendly Caller Is Not:

- A trained therapist
- A doctor or personal caregiver
- A personal driver
- Responsible for completing tasks or chores for the client
- A Friendly Visitor or required to meet in person with clients

Boundaries and Limitations:

- The client and Friendly Caller are never to meet in person through this program.
- The client is never to contact the Friendly Caller. It is recommended Friendly Callers block their number when making outgoing calls by turning off Caller ID in their settings.
 - Please contact the Program Coordinator for assistance with this if needed.
- Friendly Callers should refrain from offering their own personal information (phone number, address).
- Friendly Callers should avoid in-depth conversations regarding controversial and potentially triggering topics (religion, politics, etc.).

Skills Required:

- Strong active listening skills
- Strong written and verbal communication
- A strong clear phone voice
- Ability to relate and interact with aging adults
- Reliable and trustworthy to complete calls when arranged
- Accountable to completing weekly tracking and submitting documentation monthly

This position has been posted on the Flamborough Volunteers page of Flamborough Connects Date Posted: April 17, 2023