

FRIENDLY CONNECTIONS JOB DESCRIPTION

Purpose:

The goal of the volunteer is to alleviate isolation, loneliness and depression by providing companionship, friendship and support to those who cannot participate in the community due to illness and/or mobility reasons.

Volunteers visit seniors in person, and/or Phone Pals call clients

Volunteers are carefully matched to seniors by interests, language or culture.

Qualifications/Skill required:

- Must be polite and considerate
- Good listening skills
- Patience
- An ability to accept people as they are
- Caring and friendliness
- Reliable
- Able to commit minimum time period on a regular basis

Duties and Responsibilities:

- For the initial visit always phone, introduce yourself and arrange for a suitable time to visit.
- To be sincere in the offer of service and believe in the value of the job to be done.
- To understand the job he or she undertakes, its responsibilities and the skills required by the volunteer.
- To develop a friendly relationship with the program user
- To make regular visits to the program user on a day and time that is convenient for the both of you
- To respect and maintain client confidentiality of the program user
- To record volunteer hours and submit to Resource Coordinator at month end

Limits:

- No volunteer shall assist or administer any drug or medication
- No volunteer shall lift or transfer a non-weight bearing client
- Volunteers and clients are discouraged from using alcohol while spending time together
- Volunteers shall not purchase alcohol for the client and shall inform staff if asked to do so.
- Volunteers shall be advised not to discuss their personal problems with the client.
- Volunteers shall not become involved in family disagreements affecting the client.

Length of Commitment:

- As determined by client requests.