

CSRS Friendly Visiting Volunteer Job Description

Section I – Position Information

Position Title: Friendly Visiting Volunteer

Purpose: To help CSRS clients remain independent and in their own homes as long as possible by providing social contact, companionship and support. Friendly Visiting volunteers help lonely and isolated seniors stay connected to their communities.

Section II – Duties and Responsibilities

- Participate in the matching process to help CSRS determine which senior client would be the best fit for you.
- Go to the senior's home to visit.
- Provide support through friendship.
- Be punctual and dependable in arriving at the senior's home for scheduled activities.
- Record and submit your hours to the Volunteer Team Leader every three months.
- Immediately report an incidences, accidents or concerns to the CSRS Volunteer Team Leader.
- Inform CSRS of any changes to your address or phone number.
- Follow CSRS emergency procedures as outlined in the CSRS Volunteer Manual.
- Read the CSRS Volunteer Manual and become familiar with the services offered by the agency.

Section III – Time Requirement

- Minimum of one hour each week for one year.

Section IV – Skills and Qualifications

- Enjoy working one on one.
- Possess good judgment.
- Sense of humor a must!
- Able to relate to seniors - patient, empathetic and good listening and communication skills.
- Understand the limitations experienced by some seniors, such as mobility and hearing/vision loss.

Section V – Orientation and Training

- Volunteers are required to complete the CSRS virtual orientation. This may be done at your convenience. It takes approximately 30 minutes and is available on our website at www.calgaryseniors.org. Hard/CD copies are available upon request for those without internet access.
- Volunteers are required to attend a general volunteer training session. During this session, volunteers will receive a copy of the Volunteer Manual and will participate in a guided review of the contents. Individuals will also have an opportunity to ask questions and meet other CSRS volunteers during the training.
- The CSRS Volunteer Team Leader will provide position specific training and support on the job.
- CSRS will endeavor to provide ongoing training and educational enhancements throughout the year.

Section VI – Reimbursement

- CSRS does not reimburse expenses incurred while volunteering for the Friendly Visiting program.
- Friendly Visiting volunteers and clients are strongly encouraged to pay for themselves during outings. Please refer to Acceptance of Gifts (Section V.I. of the Volunteer Manual) or contact the Volunteer Team Leader for clarification.

Section VII – Supervision

- Friendly Visiting volunteers will be supervised directly by the Friendly Visiting Coordinator. Any concerns regarding senior clients should be directed accordingly.
- Changes in personal information, such as address or phone number, should be brought to the attention of the CSRS Receptionist, as well as the Volunteer Team Leader.
- Opportunities to give feedback on the program will be provided by the Volunteer Team Leader. Questions or concerns regarding program management should be brought to the attention of either the Volunteer Team Leader or the Executive Director.
- The volunteer and the client will be contacted by CSRS staff after one week, one month, and then quarterly after that. These assessments are to ensure the match is going well and neither party has any concerns.
- Matches will be finalized after a one month probationary period. The volunteer and client will each receive a 'match package' to confirm their commitment to the match.

Section VIII – Screening

CSRS assigns each volunteer job position a rating based on our risk continuum. This scale has five increasingly rigorous levels of screening and supervision that correspond to the risk associated with a specific volunteer position. The Friendly Visiting volunteer position has been placed at level four. Volunteers must successfully complete the following:

- Application
- Interview
- Reference Check
- Police Security Clearance Check

Please note that if a volunteer wishes to transport a client in their vehicle, the continuum rating increases to level five. In addition to the criteria listed above, volunteers must also provide a driver's abstract and proof of one million dollar liability insurance.

Section IX – Benefits

- Meet a new friend.
- Gain new experiences – learn, share, grow.
- Give back to your community.
- Have fun!
- Free education opportunities, such as Defensive Driving and First Aid workshops.

Section X – Other

- The time and day of visits will be determined directly by the volunteer and the senior.
- Activities could include: baking or cooking, playing cards, conversation, walks, outings to the mall or coffee shop, watching movies, helping to open and read mail, puzzles, etc.
- All volunteers are required to abide by the conduct guidelines outlined in the CSRS Volunteer Manual.
- Driver's abstract and proof of insurance will be required if the volunteer plans on using their vehicle for outings with the senior.
- Cell phones are not to be used while driving. Volunteers must pull over to the side of the road and park if they are answering or using a cell phone.

Agreement/Approval

Date

Signature of Volunteer

Volunteer Name (Please Print)

Signature of Witness

Name of Witness (Please Print)