

# CSRS Seniors' Social Link (SSL) Operational Volunteer Job Description

## Section I – Position Information

**Position Title:** Seniors' Social Link Operational Volunteer

**Purpose:** Seniors who live in their own homes can often become isolated. SSL helps seniors build relationships in the community by providing an opportunity for them to get out and socialize. The SSL program runs an educational or entertaining activity followed by coffee, tea & refreshments in a social setting.

## Section II – Duties and Responsibilities

- Set up refreshments, tables, chairs and activity items for program.
- Visit with seniors in a social setting
- Encourage seniors to socialize and become involved with their peers and other CSRS volunteers
- Serve refreshments
- Help SSL coordinator and other team members execute the planned activity.
- Take down and clean up after program
- Collect client comment cards.
- Contact SSL coordinator with a minimum of 24 hours notice when unable to fulfill an assigned shift.
- Record and submit hours to the CSRS Volunteer Team Leader every three months.
- Follow CSRS emergency procedures as outlined in the CSRS Volunteer Manual.
- Immediately report an incidence, accidents or concerns to the CSRS Volunteer Team Leader.
- Inform CSRS of any changes in address or phone number.
- Read the CSRS Volunteer Manual and become familiar with the services offered by the agency.

## Section III – Time Requirement

- SSL runs every second week on Tuesday afternoons from 1:00 PM to 2:30 PM (a complete list of dates and times can be obtained from the SSL coordinator).
- Total time commitment on program day from 12:30 PM to approximately 3:00 PM.
- Commitment of one year is appreciated.

## Section IV – Skills and Qualifications

- Punctual and dependable.
- Able to relate to seniors - patient, empathetic and good listening and communication skills.
- Desire to work with seniors in a community based program.
- Enjoys working in a group environment.
- Understanding of the limitation of some seniors including mobility aids and hearing and 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](http://www.calgaryseniors.org). Hard/CD copies are available for those without internet access upon request.
- 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 overview of the contents. Individuals will also have an opportunity to ask questions and meet other CSRS volunteers.
- The SSL Coordinator will provide position specific training 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 Seniors' Social Link program.

## Section VII – Supervision

- SSL volunteers will be supervised directly by the SSL 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.

## 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 Seniors' Social Link operational volunteer position has been placed at level three. Volunteers must complete the following:

- Application
- Interview
- Reference Check

## Section IX – Benefits

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

## Section X – Other

- All volunteers are required to abide by the conduct guidelines outlined in the CSRS Volunteer Manual.
- Volunteers shall not visit a client or accompany them to their residence. If a volunteer needs to check on a senior in their suite because of a safety concern, they must be accompanied by another CSRS volunteer or staff member.

## Agreement/Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Volunteer Name (Please Print)

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Name of Witness (Please Print)