

CSRS Telephone Reassurance Volunteer Job Description

Section I – Position Information

Position Title: Telephone Reassurance Volunteer

Purpose: To help CSRS clients remain independent and in their own homes as long as possible by providing reassuring regular phone calls, support and information. Telephone Reassurance volunteers help lonely and isolated seniors feel safer and more connected to their community.

Section II – Duties and Responsibilities

- Participate in the matching process to help CSRS determine which senior would be the best fit for you.
- Determine a mutually acceptable call schedule with the senior client.
- Call the senior at the arranged time at the agreed upon frequency.
- Be punctual and dependable in calling.
- Record and submit your hours to the Volunteer Team Leader every three months.
- Follow CSRS emergency procedures as outlined in the CSRS Volunteer Manual.
- Immediately report an incidences, accidents or concerns to the CSRS Volunteer Team Leader.
- Inform CSRS of any changes to your address and/or phone number.
- Read the CSRS Volunteer Manual and become familiar with the services offered by the agency.

Section III – Time Requirement

- Minimum of ten minutes each day for one year.
- Client needs vary substantially. Some matches do not require the volunteer to call on weekends or stat holidays. Frequency of calls can also differ depending on the specific situation. Most Telephone Reassurance volunteers call the senior daily; however the occasional client only requires a call once or twice per week.

Section IV – Skills and Qualifications

- Punctual and dependable.
- Good judgment and a sense of humor.
- Able to speak clearly and communicate effectively with a senior who may have hearing loss.
- Able to relate to seniors - patient, empathetic and good listening and communication skills.

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.
- 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 Telephone Reassurance program.

Section VII – Supervision

- Telephone Reassurance volunteers will be supervised directly by the Telephone Reassurance 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 Telephone Reassurance volunteer position has been placed at level four. Volunteers must successfully complete the following:

- Application
- Interview
- Reference Check
- Police Security Clearance 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

- Call schedules may vary depending on the needs of individual clients.
- The Telephone Reassurance program primarily focuses on ensuring isolated seniors are safe in their own homes. Social contact is also a benefit of the service.
- Volunteers are strongly encouraged not to share their personal contact information with the senior client.
- If the volunteer desires to meet their senior match in person, they must first contact the Volunteer Team Leader.
- All volunteers are required to abide by the conduct guidelines outlined in the CSRS Volunteer Manual.

Agreement/Approval

Date

Signature of Volunteer

Volunteer Name (Please Print)

Signature of Witness

Name of Witness (Please Print)