

Volunteer Position Description

Job Title: Security Check Caller

Persons Served	<ul style="list-style-type: none"> • Housebound/isolated seniors; disabled or convalescing adults • More likely to be living alone with few/no family, neighbour or community contacts • May use assistive devices and/or have conditions that contribute directly or indirectly to sensed loneliness or isolation
Purpose	<ul style="list-style-type: none"> • To provide isolated persons or those with Alzheimer Disease or other dementias with regular contact to determine that the person is not in crisis or at risk of harm
Outcomes	<ul style="list-style-type: none"> • Enhanced ability of persons served to manage their isolation • Enhanced safety of persons served
Activities & Tasks	<ul style="list-style-type: none"> • Complete a regularly scheduled telephone call to persons served • Develop a social support relationship with persons served based on trust, open-mindedness, sharing, caring, warmth and empathy • Provide assurance and discuss in-home safety with persons served
Outline of Responsibilities	<ul style="list-style-type: none"> • Follow emergency contact procedures as required • Monitor and record the progress of telephone calls • Report to Community Services/Volunteer Services Program Leader as required
Schedule & Commitment	<ul style="list-style-type: none"> • One five-minute phone call each day to each person on service at the pre-determined contact time
Boundaries & Limitations	<ul style="list-style-type: none"> • Maintain confidentiality • Refer problems or concerns to appropriate staff • Respect persons' values and opinions

Skills, Experience and Qualifications Required	<ul style="list-style-type: none"> • Patient, open-minded, flexible, non-judgmental attitude • Personable, friendly, compassionate • Able to work independently
Personal Traits and Qualities Needed	<ul style="list-style-type: none"> • Good listening skills • Good communication and interpersonal skills
Orientation & Training Available	<ul style="list-style-type: none"> • SECC Volunteer Training & Orientation Manual • Initial orientation session
Support, Supervision & Evaluation Provided	<ul style="list-style-type: none"> • Immediate supervisor is Community Services Program Leader/Volunteer Services Program Leader • 30-day probationary review • Annual performance review • On-going support as needed
Mandatory Activities	<ul style="list-style-type: none"> • Complete daily contact sheets and submit monthly by indicated deadline to the Community Services Program Leader/Volunteer Services Program Leader
Setting & Location	<ul style="list-style-type: none"> • Preference: volunteer caller's home • However, no fixed location is required provided that the setting offers access to a telephone at the time the calls are scheduled to be made and the confidentiality of the calls is assured
Benefits to Volunteer	<ul style="list-style-type: none"> • Helping others • Contributing to well-being of individuals and community • Personal satisfaction
Screening Measures	<ul style="list-style-type: none"> • Volunteer Application • Interview • Police Record Check • Minimum 2 References