



Volunteer Position Description

Job Title: Friendly Visitor

Persons Served	<ul style="list-style-type: none"> • Seniors • Adults with disabilities
Purpose	<ul style="list-style-type: none"> • Provide persons served with in-home visitation service • Engage in mutually enjoyable and agreeable activities • May provide socialization outside of client home
Outcomes	<ul style="list-style-type: none"> • Reduced feelings of loneliness or isolation • Increased feelings of social connectedness • Increased participation in the wider community • Respite for family or caregiver
Activities & Tasks	<ul style="list-style-type: none"> • Visiting with persons served in home or in the community • Social activities, talking, having a snack, etc.
Outline of Responsibilities	<ul style="list-style-type: none"> • Follow policies and procedures • Report issues, concerns or incidents to program staff and/or Volunteer Services Program Leader
Schedule & Commitment	<ul style="list-style-type: none"> • One visit per week (some may be less) • Visits are arranged and mutually agreed upon by the volunteer and the person served
Boundaries & Limitations	<ul style="list-style-type: none"> • No personal support or attendant care • No homemaking services • No administering of medications • No accepting or giving of gifts, money, alcohol or keys • No mediation or advocacy for personal or family problems • Social support, platonic relationships only
Skills, Experience and Qualifications Required	<ul style="list-style-type: none"> • True comfort with and sincere desire to assist seniors and/or adults with disabilities

Personal Traits and Qualities Needed	<ul style="list-style-type: none"> • Non-judgemental attitude • Ability to make others feel at ease • Good communication and interpersonal skills
Orientation & Training Available	<ul style="list-style-type: none"> • Orientation and training provided prior to placement or assignment, including handbook • Other training as needed or available
Support, Supervision & Evaluation Provided	<ul style="list-style-type: none"> • Reports directly to Community Services Program Leader and/or Volunteer Services Program Leader • Reports activities on a monthly basis on agency provided forms • Program Leader and/or Volunteer Coordinator follows up on a monthly basis at minimum
Mandatory Activities	<ul style="list-style-type: none"> • Orientation and training • Monthly reporting received by the 5th of each month • Referring all issues, concerns or incidents to the program staff and/or Volunteer Services Program Leader
Setting & Location	<ul style="list-style-type: none"> • Clients' private homes or apartments • May visit retirement or long-term care homes or the hospital • May visit in public spaces (i.e. store, restaurant, etc.)
Benefits to Volunteer	<ul style="list-style-type: none"> • Build social support networking skills • Helping others in need in the community • Potential for reference if desired
Screening Measures	<ul style="list-style-type: none"> • Volunteer application • Interview • Police records check • Reference check • Supervision, monitoring & evaluations