



Nanaimo Lifeline

“Volunteer Check-In Service Phone Caller”

Role Description

Purpose

To support seniors in the community by maintaining a social connection and referring individuals to resources and events within the community.

Duties

Call clients using a list provided and based on the predetermined schedule.

Requirements of the Volunteer

1. Excellent communication skills.
2. Cheerful and calm personality.
3. Patience, tactfulness and reliability.
4. Basic computer skills.
5. Ability to relate well with clients.
6. Clear understanding of the importance of confidentiality.
7. Be willing to commit 2 hours per week on a pre-scheduled basis. (This schedule may be flexible.)
8. Completed Criminal Record Check.

Parameters of Service

1. Minimum 2 hours per week.
2. Supervision provided by the Lifeline Check-in Volunteer Coordinator or otherwise determined
3. Location: 202-1801 Bowen Rd. Nanaimo, BC

Orientation and Training:

1. Attend orientation to the Lifeline program and Check-in Service by Lifeline staff and volunteers. This includes policies and procedures of Nanaimo & District Hospital Foundation volunteers and orientation to Lifeline services.
2. Continuing training and information sharing sessions as provided through Lifeline Check-In Program.