



**PO Box 357, Matlacha, FL 33993**

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### **Phone Volunteers:**

Phone volunteers retrieve requests for help from FISH's voice mail and then contact a volunteer to provide the service for the client. Hours are 8:00 A.M. to 5:00 P.M., Monday through Friday and phone duty is generally one day a week for one month. FISH volunteers do not work on the weekend or on national holidays.

### **Requirements:**

Phone Volunteers need:

- A thorough understanding of FISH services and processes,
- A pleasant and helpful telephone manner,
- The ability to maintain client confidentiality.

### **Specific Duties:**

- Phone volunteer(s) call into the FISH voice mail from 8 am to 5 pm once an hour, every hour, to retrieve messages. Phone volunteers need not be at home, but if they are away from home, they must have their lists of volunteers, a cell phone, a FISH information sheet, and paper and pencil.
- After the phone volunteer retrieves a message, he or she should call the client right away to find out what service is wanted, the address and any other information needed but not yet provided.
- As each call comes in, phone volunteers record the information, find a volunteer to provide the service, and record the name of the volunteer who will be helping the client.
- At the end of the day, Phone Volunteers call the next day's volunteer to coordinate anything that will carry over. On the last scheduled duty day for a month, Phone Volunteers call the phone coordinator and give him/her the number of total calls received for the month.

A more detailed job description is available and a FISH volunteer coordinator will meet with the volunteer for an orientation before he or she begins working as a phone volunteer.