

VOLUNTEER SERVICES

PROGRAM:	Friendly Morning Calls
Outcome	Volunteers in the communities served will have diverse and appropriate opportunities to volunteer in a range of programs of the society.
VOLUNTEER POSITION	Friendly Morning Caller (support caller)
Duties:	<p>Call clients to provide socialization, emotional support and encouragement and to assess the client for health and emotional changes for emergency intervention if needed.</p> <ul style="list-style-type: none"> • Call the clients in the morning, starting at 9:00 am from Seniors Services Society Office • Engages the client in a friendly social conversation • Assess their emotional response, report to Program Coordinator • Provide appointment reminders • Makes regular entries in the Friendly Morning Calls log book as requested by Support Service Program Coordinator • Communicate closely and regularly with the Support Service Program Coordinator
Skills required:	<ul style="list-style-type: none"> • Must speak fluent English • Voice must be clear and distinct • Must be able to use a telephone
Special requirements:	<ul style="list-style-type: none"> • Counseling background would be an asset • Experience working with seniors would be an asset • Friendly manner when talking to elderly seniors • Enjoy talking on the phone • Non-judgmental, empathetic, caring
Commitment required:	<ul style="list-style-type: none"> • One morning per week • Approx. 2 – 3 hours
Training required:	<p>Must observe a friendly morning caller Orientation as provided by Volunteer or Program Coordinator</p>