



*"Inspiring and supporting seniors
to be the best they can be."*

Position Title: Friendly Check-In Caller

Service Area: Edmonton

Location of position: Remote: Caller's home

Supervisor of position: Friendly Call Program Call Coordinator

Purpose of position: To reduce seniors' social isolation during the COVID 19 pandemic through scheduled phone calls to participants who have requested regular check-ins.

Level of Risk: High

Position duties and responsibilities:

- Have access to a phone, either land line or cell phone
- Provide friendly phone calls to a roster of participants who have requested regular check-ins
- Set up a schedule for phone calls according to the frequency requested by the individual participants
- Provide information and resources to participants, when needed, for support during the pandemic
- Review Sage weekly newsletter on Sage website for updates of information and resources--- requires computer and access to the internet
- Record data from scheduled calls on tracking sheets in Word document format
- Submit tracking sheets weekly to Call Coordinator
- Regularly check/respond to emails
- Provide referral to Social Work team when participants require information and resources for housing and finances and/or support for mental health and more complex issues
- Provide referrals to Sage programs that may provide support during pandemic: Health Services, Virtual Life Enrichment classes, Guardianship/Trusteeship, Income Tax etc.

Time Requirement of position: - approximately 2-4 hours a week
- for a minimum of 4-6 months
- position which may be extended past pandemic

Qualifications and skills for position

- Warm and friendly demeanor
- Comfortable with making phone calls and chatting with seniors on the phone
- Excellent active listening skills
- Good interpersonal skills
- Non judgmental and empathetic
- Ability to work in Word document or willingness to learn how to work in/save/copy/attach a word file
- Ability or willingness to learn how to join virtual training sessions
- Willingness to learn about information and resources that are available to assist seniors during the COVID 19 pandemic
- Comfortable working with people of different socioeconomic backgrounds, sexual orientations, and ethnic backgrounds
- Interest in supporting seniors in the community
- Ability to work with minimal supervision in the community
- Additional language(s) in addition to English would be an asset

Commitments:

Volunteer Coordinator: Orientation will be provided to Sage programs, values, approach, code of conduct, confidentiality. Provide documents pertaining to pertinent resources during the pandemic

Call Coordinator/Supervisor: Specific training will be provided on Friendly Check In Caller's duties, responsibilities, processes and procedures for this volunteer role. Coach and support the volunteer's work through weekly check ins in order to debrief and address any questions or concerns. Provide ongoing support to volunteers by referring to updated Sage/community/government information.

Feedback will be Informal – regular feedback from supervisor to volunteer, and from volunteer to supervisor

Forms required for this position

- Police Records Check
- Agreement of Confidentiality
- Contract of Understanding for Sage Volunteers
- Code of Conduct for Volunteers
- Emergency Contact and Demographic information

Benefits of this position:

- Providing support to seniors with social isolation during the COVID 19 pandemic
- annual Volunteer recognition event