



Volunteer Position Description: Care Calls

Program Overview

Care Calls is a new initiative launched by Foundation Communities to provide remote support to residents while social distancing practices are in place. Volunteers will provide companionship in the form of regular phone check-ins. The goal of a Care Calls volunteer is to mitigate the negative effects of social isolation through acceptance, care and compassion.

Responsibilities

Each volunteer brings individual abilities and strengths to the Care Calls role. Volunteers are asked to provide support to their resident by making phone calls two times weekly, or more based on the resident's request. Responsibilities will include the following:

- Maintain a supportive, virtual relationship with a resident
- Provide social and emotional support through regular check-ins
- Help combat social isolation
- Serve as a supplementary supportive resource (not a replacement for case management services)
- Maintain confidentiality of residents' information
- Respect boundaries set by residents
- Immediately alert staff to an immediate safety concern

Qualifications and Skills

- Volunteers must have compassion, empathy and a strong desire to connect one-on-one with clients with a variety of needs and backgrounds.
- Volunteers must be able to communicate from a place of emotional stability and mental clarity in order to provide positive support.

Time Commitment and Expectations

- Connect with the resident over the phone 2 to 4 times per week
- Keep accurate records of client calls
- Follow Foundation Communities' policies and procedures

Training and Orientation

- No prior experience is required.
- Care Calls volunteers will attend one hour of online training.
- Before attending training, each prospective volunteer will complete an online application which will be reviewed to ensure that he/she/they is a good fit for the volunteer opportunity.