



Detailed Summary of Position:

The Friendly Callers program is intended to identify older adults in the Thames Valley Region (Oxford, Elgin and Middlesex counties) that are at risk of loneliness and/or isolation. Loneliness can exist even when an individual has an active social life and is surrounded by others. Social isolation means that the individual does not have a lot of social contact with others whether it's related to mobility or health challenges, recent bereavement or other factors. Individuals can also be considered if they are older caregivers needing support with issues related to loneliness and social isolation due to caregiving demands. Once the participant has been identified, they will be offered weekly phone calls from a volunteer at a mutually agreeable time.

Services provided during the calls include supportive listening, advocacy, safety-check-in, and connection to additional resources as needed.

Reporting Relationship:

The Friendly Caller Volunteer will receive supervision, direction and support from both the Team Lead and Manager of Supportive Response Programs

Additional Information:

All those interested in applying for a volunteer role with our agency are required to submit the online application form with resume and references attached.

All those that meet the requirements will be contacted for an interview.

TITLE: FRIENDLY CALLERS VOLUNTEER

Program: Friendly Callers

Position Location (full address): VIRTUAL

Time Commitment: 1 call per week. Approx 45 min phone calls (Minimum).

Role Description and Primary Responsibilities:

- Provide confidential supportive listening and information as necessary to older adults
- Assess and triage crisis calls when needed and link participants to Reach Out when necessary.
- Utilize a database and other resources to provide community referral information to participants.
- Maintain accurate data collection and enter relevant information into the database.

Required Qualifications:

- Current & Clear Vulnerable Person's Sector Check.
- Minimum of 18yrs old age
- 2 written references with contact (1 professional)
- Minimum commitment of 6months
- Sensitivity to the variety of issues that callers will be presenting with, including mental health and/or addictions.
- Some knowledge of mental health and/or addictions, CMHA TV AMHS Programs & Services and community resources.
- Experience working with individuals from diverse backgrounds.
- Fluency in French, or another second language, would be an asset to this position.

Experience & Qualifications:

- Excellent customer service skills and a pleasant demeanor
- Strong, demonstrated ability navigate a computer and data base.
- Reliability and punctuality
- Ability to handle stress and conflict in a calm manner

Physical and Mental Requirements:

- Must be able to sit/work at a computer for a few hours at a time
- Must be able to steer conversations to remain appropriate, welcoming, safe, and non judgemental.

CLICK HERE TO APPLY NOW: [Volunteer Application Form \(smartsheet.com\)](https://www.smartsheet.com)