

**COMMUNITY LINKS**  
**Position Description**

**Position Title:** Friendly Visiting

**Purpose:** Volunteers are matched, based on similar interests, with a senior to provide companionship through social and supportive visits at the senior's home or in the community

**Duties and Responsibilities:**

- To abide by Community Links Code of Conduct and Statement of Confidentiality.
- To treat clients, other volunteers and staff with respect and dignity.
- To report volunteer hours on assigned forms, and to turn in these forms at the end of each month.
- To inform supervisor in a timely to the Coordinator of Volunteer Services at the end of each month.
- To perform only those requests authorized by Community Links.
- To be prompt in keeping appointments and adhering to agreed upon schedules.
- To report as soon as possible any problems or concerns regarding a specific client or event.
- To visit the senior and identify common interests such as playing cards, writing letters, sharing stories, baking, going for walks, etc.
- To be compassion and kind with a sensitivity to individual needs
- To establish rapport and develop a friendly, supportive relationship
- To enjoy working with seniors and their families
- To exhibit positive role-modeling behavior
- To follow safety and working alone procedures
- The duties and responsibilities outlined above are representative, but not all-inclusive

**Time Requirements:**

- A minimum of 1 hour per, with flexibility concerning illness, weather conditions and vacations.

**Orientation and Training:**

- Orientation to Community Links
- Direction and support from the Community Support Worker and Coordinator of Volunteer Services

**Benefits:**

- Be part of your community and meet a new friend
- Develop and strengthen problem solving and communications skills
- Opportunity to become aware of social issues and gain new experiences – learn, share, grow
- Enjoy the status of making a difference in the life of a senior
- Free personal development training opportunities
- Gain experience in the human services field by giving back to your community
- Volunteer recognition
- Flexible schedule

**Skills, Qualifications and Eligibility Requirements:**

- Volunteers must possess good interpersonal and role modeling skills that demonstrate sensitivity, compassion and kindness
- Volunteers must be able to relate to seniors – compassionate, respectful, patient, empathetic, sensitive, good listening and communication skills
- Volunteers must enjoy working one-on-one in an unsupervised environment
- Volunteers must provide 2 references and complete an RCMP criminal record check every 3 years
- Volunteers must possess good judgment and excellent personal boundaries including the ability to say ‘No.’
- Volunteers must understand the limitations experienced by some seniors, such as mobility and hearing/vision loss

**Supervision:**

Marissa Hammer  
Coordinator of Volunteer Services  
403-945-3900  
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Charlett Hedman  
Senior Outreach Worker  
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Questions or concerns should be brought to the attention of the Coordinator of Volunteer Services and/or the Senior Outreach Worker. The volunteer and the client will be contacted by Community Links’ staff after each visit for the first month, and then quarterly after that to ensure that the match is going well and neither party has any concerns. Matches will be finalized after a one month probationary period.