



CommunityLinks

## Friendly Visiting Volunteer Position Description

**Position Title:** Friendly Visitor

**Purpose:** The Friendly Visiting Program is a preventive program to help isolated seniors live independently in the safety of their own home and community for a longer period of time by providing social contact, companionship and support. This is achieved by decreasing social isolation, providing seniors with an opportunity to gain increased community involvement and responding to basic needs. 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. Contact with the senior and the volunteer will remain in place to ensure a compatible match, monitor progress and implement additional supports if needed.

### **Duties and Responsibilities:**

- Comply with and honour the Mandate, Mission & Vision of Community Links.
- Abide by Community Links Code of Conduct and Statement of Confidentiality.
- Treat community members, other volunteers and staff with respect and dignity.
- Visit with the senior in their home and participate in activities such as (but are not limited to): playing cards/games, sharing stories, baking, walking, crafts, helping with reading and writing letters
- Establish rapport and develop a friendly, supportive relationship with the senior. Be sensitive to individual needs.
- Give clear messages about what your role is, what you can or cannot do, and agency policies.
- Carry a cell phone.
- Arrive on time for all meetings with the senior
- Inform the Volunteer Coordinator in a timely manner of illness, vacations or extended periods of time away that may require a substitute volunteer.
- Report any concerns or incidents to the Volunteer Coordinator as soon as possible.
- Follow Community Links Emergency Procedures.
- Attend Orientation & Training (as applicable).
- Provide total monthly volunteer hours and total number of times you met with the senior at the end of each month to the Volunteer Coordinator.

### **Friendly Visiting Volunteers are unable to:**

- Administer medication
- Assist with personal hygiene
- Transport the senior without appropriate screening (Please contact VC)
- Accept private work and/or gifts from senior
- Be responsible for household duties (i.e. house cleaning/maintenance)
- Give out personal information, such as home address
- Provide support to the senior if they feel their safety is at risk (i.e. unauthorized person in the home, illegal activity has been indicated, the condition of the home presents a possible health hazard, senior is dressed inappropriately, senior is abusive towards the volunteer, and/or appears impaired by drugs or alcohol)

**Time Requirements:** 1 hour per week

### **Benefits:**

- Make a difference in your community
- Develop and strengthen problem solving and communications skills
- Feel the personal satisfaction of helping others
- Opportunity to become aware of social issues
- Meet new people

### **Skills, Qualifications and Eligibility Requirements:**

- Enjoy working with seniors
- Volunteer must be reliable and trustworthy, enjoy working one on one, unsupervised
- Possess good interpersonal and communication skills
- Compassionate, respectful, patient and sensitive to the needs seniors
- Posses good judgement and manage personal boundaries
- Provide at least 2 references
- Volunteer must complete a Criminal Record Check every 3 years

### **Supervision:**

#### **Michelle Carre**

Volunteer Coordinator

403-945-3924

[michelle@nrvc.ab.ca](mailto:michelle@nrvc.ab.ca)

### **Screening Required (Level 3)**

**COMMUNITY LINKS** | 211, 125 MAIN STREET NW | AIRDRIE, AB | T4B 0P7  
INCORPORATED IN ALBERTA 10669-0241RR0001  
TEL: 403.945.3900 | FAX: 403.945.3901 | TF: 1.866.945.3905