

Friendly Callers

Purpose of Position:

- To provide senior participants with a friendly telephone reminder of upcoming programs and events.

Qualifications:

1. Interest in communicating with seniors
2. Strong oral communication skills
3. Patient, friendly, reliable, courteous, and empathetic
4. Willingness to participate in training programs (as required)
5. Willingness to obtain a Vulnerable Sector Check
6. Willingness to sign an oath of confidentiality
7. Able to complete reminder calls on specified dates or provide the program coordinator with at least 48 hour notice if unable to complete the calls

Roles and Responsibilities:

1. Contact between ten and thirty-two community dwelling seniors by phone on a monthly or bi-monthly basis
2. Remind participants of the date, time, location, topic, and theme of the event in a kind and courteous manner
3. Note if the older adult did not answer the phone along with the time and date of the call and report this information to the program coordinator in a timely manner
4. Upon application, volunteers have the flexibility to choose the day(s) of the month they are available to make the calls
5. Attend volunteer meetings and training sessions (as required)

Orientation and Training:

1. Initial orientation to agency and program
2. On the job training provided
3. Additional training workshops are offered as needs and opportunities are identified

Time: Flexible

Location: Ability to work from home

Commitment: Flexible

Supervisor: Jenn Middleton, Program Information Coordinator
The District Municipality of Muskoka
705-645-2412 ext.4480
jennifer.middleton@muskoka.on.ca

Benefits:

- Flexible way to contribute to one's community
- Sense of fulfillment in brightening another person's day
- Sense of purpose in contributing to the success of the program
- Formal and ongoing recognition

