

MRHS Telephone Reassurance Volunteer Job Description

Position Title: Telephone Reassurance

Purpose: To help frail and at-risk elderly residents of Morningside Gardens remain in their homes comfortably, safely, and with as much independence as possible for as long as they can by providing reassuring regular phone calls, support and information. Telephone Reassurance help lonely and isolated seniors feel safer and more connected to their community.

Duties and Responsibilities:

- Participate in the matching process to help MRHS determine which resident would be the best fit for you.
- Determine a mutually acceptable call schedule with the resident.
- Call the resident at the arranged time at the agreed upon frequency.
- Be punctual and dependable in your calling.
- Immediately report any incidences, accidents or concerns to the MRHS Assistant Director.

Time Requirement:

- Minimum of ten minutes each day for one year.
- Resident needs vary substantially. Some matches do not require the volunteer to call on weekends or holidays. Frequency of calls can also differ depending on the specific situation. Most Telephone Reassurance volunteers call the resident daily; however the occasional resident only requires a call once or twice per week.

Skills and Qualifications:

- Punctual and dependable.
- Good judgment and a sense of humor.
- Able to speak clearly and communicate with a resident who may have hearing loss.
- Able to relate to older residents – patient, empathic and good listening and communication skills.

Orientation and Training

- Volunteers are required to read the Policies and Procedure Manual and complete a Volunteer Application Form.
- Volunteers are encouraged to attend a Telephone Reassurance orientation.

Supervision

- Telephone Reassurance volunteers will be supervised directly by the Assistant Director. Any concerns regarding residents should be directed accordingly.
- The volunteer and the resident will be contacted by MRHS staff one week, one month, and then quarterly after that. These assessments are to ensure the match is going well and neither party has any concerns.

Benefits

- Meet a new friend.
- Give back to your community.
- Build communication skills – learn, share, grow.
- Have fun!

Other

- Call schedules may vary depending on the needs of individual clients.
- The Telephone Reassurance program primarily focuses on ensuring isolated residents are safe in their own homes. Social contact is also a benefit of the service.
- Volunteers are strongly encouraged not to share their personal contact information with the resident.
- If the volunteer desires to meet their resident match in person, they must first contact the Assistant Director.