



## **VOLUNTEER ASSIGNMENT DESCRIPTION**

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**Assignment:** Friendly Visitor (Call/Virtual) Volunteer

**Location:** 6 George St. South, Unit 2B, Brampton

### **Goal of the Assignment:**

As a registered and screened volunteer of Elder Help Peel, the Friendly Visitor (Virtual/In-home) Volunteer provides one on one support to socially isolated and lonely senior located in the Region of Peel community that includes friendly home visits, phone calls, social activities, and assist with basic support as companionship to seniors. In addition, leading senior programs both virtual and in-person to encourage seniors to stay active, healthy, and socially engaged within their local communities.

### **Assignment Responsibilities:**

- Meet with your senior match virtually or in their home, 1-2 visits on a weekly basis
- Engage in friendly conversation and leisure activities (playing cards or sharing a hobby) and provide support through friendship
- Offer social companionship and even take walks/go on outings in the community, depending on the interest and ability of your senior match
- Follow Elder Help Peel's policies and procedures, adhere to the Client Bill of Rights and follow program specific guidelines
- Record and submit monthly hours/activities and report any incidences, accidents or concerns to the Community Care Coordinator
- Participate in meetings and community events as scheduled
- Act as an ambassador for Elder Help Peel

### **Qualifications:**

- Sensitivity to the needs and challenges faced by older adults living in the community
- Patient and compassionate with a desire to help older adults living isolated and on a low income
- Ability to work with people in a professional, empathetic manner
- Effective verbal and listening communication skills
- Excellent interpersonal skills and the ability to connect with people from diverse backgrounds and build strong working relationships
- Proficient computer skills MS Word and Excel
- A team player who enjoys working in cross-functional teams with a willingness to learn
- Ability to work collaboratively and effectively with diverse communities and stakeholders
- Other languages spoken, an asset

### **Other Requirements:**

- 18 years of age or older

- Ability to maintain confidential and sensitive information
- Complete a COVID-19 Waiver, consent and non disclosure forms, and other forms
- Provide a clear Police Vulnerable Sector Check-Level Three (reimbursed, if clear)

**Training and Supervision:**

- Orientation: provided prior to the commencement date of the assignment and includes orientation to Elder Help Peel programs, policies and procedures, meet and greet with volunteers and organization members and a volunteer handbook as it relates to the volunteer role
- Training: provided prior to commencement of the assignment as well as a walkthrough of the assignment, hands-on training and coaching while the volunteer practices and learns the assignment tasks
- Monitoring of volunteer activities and ongoing support on a regular basis by Supervisor as required

**Time Commitment:**

- At least 1-2, one hour virtual/in-home visits to the client assigned per week
- Length of volunteering engagement: six months to one year

**Benefits:**

- Opportunity to have a positive impact on socially isolated seniors
- *If you are retired*, the 'role' provides seniors with an opportunity to network and talk with other like-minded individuals and seniors
- *If you are new to Canada*, the 'role' provides exposure to and experience within a business working environment
- Cost of Police Record Check reimbursed to volunteer, if clear
- Practice your skills in a non for profit environment
- Receive a Letter of Recommendation upon request following successful completion of your volunteer engagement
- Receive a Certificate of Appreciation following completion of volunteer engagement
- Bulk up your resume, references and community networking opportunities

**Supervisor and Primary Contact:**

Michelle Di Natale  
 Volunteer Program Coordinator  
 Email: volunteer.ehp@gmail.com  
 Tel: 905-457-6055

**Application Process:**

1. Complete an application form
2. Attend an online interview
3. Complete a reference check
4. Receive notice of application status
5. Complete online orientation and training session

**Date:** July 22, 2021