

Title:

Phone Buddy Volunteer

Objective:

To provide social contact to isolated seniors living in Coquitlam by phoning a senior (matched by staff).

Qualifications:

- 13 years or over
- Have good communication skills, active listening skills and opened minded.
- Must be honest and patient
- Able to record the information and submit to program coordinator
- Able to provide feedback to the program coordinator
- Able to provide a safe, non-judgmental environment for clients
- Able to observe any potential risk factors and report to Program Coordinator
- Minimum 3 months commitment
- Able to provide the information about leisure resources

Responsibilities:

- Call assigned senior once or twice per week
- Phone clients on time and reliability.
- Use active listening
- Show empathy
- Build friendships with clients Record clients' leisure interests and concerns
- Be Respectful, non-judgmental Allow clients to make their own decisions
- Provide Leisure information to the client
- Able to provided information on community events

Training/Support:

- E-learning video and quiz
- Bi-weekly check in with Recreation staff
- Recreation staff available for support anytime the volunteer or client needs
- Ongoing Training offered to volunteers through guest speakers, training videos, print articles

Commitment:

- Minimum 3 months commitment
- 30 minutes to 1 hour telephone conversation weekly
- Online orientation

Benefits:

- Provide social interaction with an isolated senior
- Meet new people, make new friends
- Develop communication skills
- Learn about leisure and community services programs in Coquitlam
- Participate in training opportunities
- Volunteer recognition events

Direct Supervisor:

Program Coordinator, Dogwood Pavilion

Mfriolet@coquitlam.ca

Location of Volunteer Activity:

Virtual – on the phone (use of your own personal phone)

Dogwood Pavilion – Check in and training