

Telephone Reassurance

Volunteer Job Description

- Purpose:** Provide a weekly telephone reassurance calls to enrolled clients of Senior Services for the purpose of telephone reassurance and updated information about the client.
- Duties:** May include any or all listed below:
- Document your case notes on the form provided.
 - Immediately inform assigned JFCS Case Manager of any concerns or changes in a client's status such as health issues, hospitalizations, family problems, financial concerns, etc.
- Expectations:** All volunteers are expected to stay within the boundaries of their job, maintain client confidentiality, and abide by the policies stated in the JFCS volunteer handbook. Volunteers to provide JFCS Case Manager with regular updates on calls as requested.
- Time Required:** Volunteers will commit to making calls at a regularly scheduled time each week. A six-month commitment is requested.
- Location:** Calls can be made from the comfort of your own home.
- Training:** Orientation to the agency and review of policies and procedures.
- Benefits:** Socialization with older clients. Fulfillment of client's need for connection.
- Qualifications:** Experience working with older adults helpful but not required. Maturity and empathy required. Ability to work on a one-to-one basis with an older person. Good listening skills, reliability, and ability to relate to clients and staff.
- Onboarding:** Dana Shapiro, Community & Volunteer Engagement Manager, 952-417-2112 or dshapiro@jfcsmpls.org
- Supervision:** Senior Services Case Manager assigned to client.