



## Volunteer Policy and Procedure Manual Job Descriptions

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### **JOB DESCRIPTION – Friendly Visitor Volunteer**

**Title:** Friendly Visitor Volunteer

**Major Objective:** To provide regular social support to a senior and/or disabled adult to help the client maintain their independence in the community.

#### **Requirements & Desirable Characteristics:**

- Reliable and trustworthy; punctual; warm and caring; cheerful, patient and friendly; interested in working with older adults.
- Able to respect the privacy and feelings of others.
- Able to lay aside one's own problems and focus on the client.
- Be a good listener.
- Be able to initiate a conversation.

#### **Responsibilities:**

- Arrange in advance with the client a suitable time to visit.
- Be prompt for the client meeting.
- Give brief bi-monthly verbal progress reports to the Coordinator of Special Programs and Services; participate in evaluation of the program.
- Work towards goals for client established by the referring person and the Coordinator of Special Programs and Services
- Maintain confidentiality of client information.
- Report promptly any problems or concerns to the Manager of Special Programs and Services.
- Respect the next of kin's relationship with the client and maintain objectivity.
- Take the client on short outings as agreed upon by the Manager and the client.
- Sign a pledge of confidentiality.
- Inform the Coordinator as soon as possible, if unable to volunteer on an assigned date.

#### **Prohibited Activities:**

- Your duty as a Friendly Visitor is limited to visiting. If a client asks you to do something that is questionable call the Manager Special Programs and Services.

#### **Services which may NOT be performed:**

Personal Care involving:

- Shampooing a client's hair
- Bathing a client
- Cutting a client's toe nails or finger nails

#### **The volunteer should not;**

- \*carry out banking for the client;
- \*go into a client's home while he/she is in the hospital;
- distribute literature which is not directed by the agency i.e. religious, political, business cards etc;
- promote activities for self gain i.e. buying or selling of products, service
- accept gifts.

\*Can only be performed if Manager is notified and TransCare procedures are followed.



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**Supervisor:** The Manager of Special Programs and Services and/or Friendly Visitor Coordinator, Coordinator of Volunteers.

**Orientation/Training:**

- Initial orientation to agency and program.
- On-the-job training by experienced staff and volunteer.
- Coordinator provides on-going support and is available to answer questions and explain policies.

**Time Commitment:** Meet with the client in the client's home once a week for a minimum of one hour.

**Preferred Commitment:** Approximately once a week for 6 months (flexible).

**Satisfactions:**

Providing a vital service to the community; personal growth; feeling of contributing towards the well-being of another person; personal satisfaction from helping and socializing with seniors and disabled adults; enrichment and new knowledge through training opportunities.

**Potential Frustrations:**

Any progress may be slow and gradual; some deterioration of the client may lead to feelings of helplessness; **unnecessary frustration may occur if the Friendly Visitor gives their telephone number to the client.**