

**TELEPHONE REASSURANCE
CALLER****YOU ARE...**

- ◆ sensitive to the needs of seniors and adults with physical challenges
- ◆ punctual and reliable
- ◆ a good listener
- ◆ patient
- ◆ respectful of confidentiality
- ◆ cooperative
- ◆ compassionate

ROLE

To provide a telephone call for reassurance of client's well being

BENEFITS

- ◆ positively impact the lives of clients
- ◆ valued member of our team
- ◆ training and educational opportunities

TIME COMMITMENT

- ◆ flexible

RESPONSIBILITIES

- ◆ call client(s) at assigned time
- ◆ document each call
- ◆ if client is not reached within two hours of arranged time, notify staff member **immediately**
- ◆ follow Routine Practices for infection control
- ◆ work within the parameters of your defined role
- ◆ represent Community Care in a friendly, professional manner
- ◆ report any problems or concerns to a staff member **immediately**
- ◆ attend meetings and training opportunities
- ◆ report your volunteer hours as requested
- ◆ be familiar with all Community Care services

REQUIREMENTS & QUALIFICATIONS

- ◆ able to work independently as part of our team
- ◆ strong interpersonal skills
- ◆ pleasant telephone manner

REPORTS TO: Coordinator



**TELEPHONE REASSURANCE
CALLER****SCREENING REQUIREMENTS**

To join our team, you have successfully completed:

- personal interview
- application form(s)
- criminal reference check
- personal reference checks
- general orientation
- program specific orientation and training

OFFICES OF COMMUNITY CARE PETERBOROUGH

Apsley ♦ 705-656-4589

Box 303, 168 Burleigh Street, Apsley, ON K0L 1A0

Chemung ♦ 705-292-8708

549 Ennis Road, Ennismore, ON K0L 1T0

Harvey ♦ 705-657-2171

Box 12, 1937 Lakehurst Rd, Buckhorn, ON K0L 1J0

Havelock ♦ 705-778-7831

107 Concession St N, Havelock, ON K0L 1Z0

Lakefield ♦ 705-652-8655

Box 001, 40 Rabbit Street, Lakefield, ON K0L 2H0

Millbrook ♦ 705-932-2011

Box 257, 22 King Street E., Millbrook, ON L0A 1G0

Norwood ♦ 705-639-5631

Box 436, 2281 County Road 45, Norwood, ON K0L 2V0

Peterborough ♦ 705-742-7067

185 Hunter St E, Peterborough, ON K9H 0H1

**OTHER OPPORTUNITIES
IN:**

- ♦ Attendant
- ♦ Blood Pressure Clinic
- ♦ Board of Directors
- ♦ Diner's Club
- ♦ Foot Clinic
- ♦ Friendly Visiting
- ♦ Fundraising
- ♦ Meals on Wheels
- ♦ Medical Equipment Program
- ♦ New to You
- ♦ Office
- ♦ Personal Distress Alarms
- ♦ Shopping Buddy
- ♦ Speakers Bureau
- ♦ Support Services Advisory Committee
- ♦ Telephone Reassurance
- ♦ Transportation
- ♦ Wellness/Fitness

