

**YOU ARE...**

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

**ROLE**

To provide support, direction and advice for Telephone Reassurance Calls after hours. Be the main contact for TRC volunteers and manage any circumstances that arise.

**BENEFITS**

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

**TIME COMMITMENT**

- ◆ after hours and weekends

**RESPONSIBILITIES**

- ◆ check TRC telephone mailbox after hours for messages left by clients and/or TRC volunteers
- ◆ be available as main contact for TRC volunteers
- ◆ complete documentation as required
- ◆ report any problems or concerns to Coordinator
- ◆ understand the Policies and Procedures of the Agency
- ◆ follow Routine Practices for infection control
- ◆ work within the parameters of your defined role
- ◆ represent Community Care in a friendly, professional manner
- ◆ 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 organization and interpersonal skills
- ◆ good problem-solving skills and decision making ability
- ◆ identified for the position by the Coordinator

**REPORTS TO:** Coordinator



## VOLUNTEER POSITION DESCRIPTION TELEPHONE REASSURANCE CALLS LEAD AGENCY WIDE

### 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, 126 Burleigh Street, Apsley, ON K0L 1A0

**Buckhorn** ♦ 705-657-2171

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

**Chemung** ♦ 705-292-8708

549 Ennis Road, Ennismore, ON K0L 1T0

**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
- ♦ Diners' Club
- ♦ Foot Clinic
- ♦ Friendly Visiting
- ♦ Fundraising
- ♦ Meals on Wheels
- ♦ Medical Equipment Program
- ♦ New to You
- ♦ Office
- ♦ Personal Distress Alarms
- ♦ Shopping Buddy
- ♦ Speakers Bureau
- ♦ Telephone Reassurance
- ♦ Transportation
- ♦ Wellness/Fitness

