



**NEIGHBOURHOOD LINK**  
SUPPORT SERVICES

## FRIENDLY VISITOR VOLUNTEER

**Reporting to:** The Community Worker

**Job Summary:** The Friendly Visitor works within the Seniors Services department and is assigned to one to three seniors, depending on the volunteers' availability. The position visits with seniors who live in the community of Neighbourhood Link Support Services (NLSS) and provides them with companionship.

The volunteer hours required are two hours per week; Shift times vary according to schedules of both the volunteer and the client. Each position is assigned for a six month period, but can be amended upon request and with placement supervisor's approval. A minimum 75% attendance is required.

### **Duties:**

- Visit assigned senior(s) on a weekly basis, including conversation, games, and/or outings as per client interests, in order to develop a respectful, friendly, caring relationship
- Provide client with assistance as appropriate and as discussed with Community Worker
- Maintain communication with the client in the event of any schedule changes
- Report monthly contacts, hours spent with the client, and client concerns to the Community Worker
- Follow NLSS's confidentiality policy and client relations policy
- Maintain a professional attitude at all times

### **Qualifications and Requirements:**

- An understanding of seniors and the aging population
- A minimum of a six month commitment to the program
- A strong sense of responsibility and dependability
- A caring and friendly demeanor
- Respect for clients and their wishes
- Excellent communication skills
- The willingness and flexibility to coordinate and/or alter schedules to accommodate the needs of the client or agency.
- A police reference check is required

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