



Job Description for the RSVP TeleCare Volunteer

General Summary of Job:

The RSVP/Volunteer Center Tele Care volunteer will provide volunteer services specific to the RSVP TeleCare Program, at no cost, to individuals/clients throughout the RSVP service area.

Specific Duties and Responsibilities:

The volunteer will be required to complete orientation and training, conducted by RSVP/VC staff.

The volunteer will be encouraged to attend occasional “refresher” meetings, to be informed of any updates/changes to documents in the Volunteer Guide. In addition, experience of best practices will be shared between and amongst TeleCare volunteers.

The volunteer will follow the procedures outlined during the trainings, which will involve making regularly scheduled telephone contact with the TeleCare client for the purpose of check-in and reassurance.

The volunteer will sign all necessary paperwork (for example, the confidentiality agreement and job description) and agree to background checks to ensure the safety of the TeleCare clients. Violations of the procedures could result in the volunteer being terminated from the program.

The volunteer will be responsible for maintaining and submitting on a regular basis all paperwork required as part of their participation in the RSVP TeleCare program, such as their TeleCare Calls/Hours Reporting Forms.

The volunteer will keep RSVP and their TeleCare clients informed about any changes in the calling schedule due to illness, vacations, etc. so as to minimize the impact on all stakeholders.

Qualifications:

The volunteer must have a pleasant phone manner, conducting themselves appropriately on the phone.

The volunteer must be willing to commit to a minimum of one phone call per week.

The volunteer should enjoy working with adults of any age.

The volunteer should be committed to the goals of the RSVP TeleCare program.

I have read and agree to the above job description: _____

Signature of volunteer

Date