

Position Title: **CLIENT SUPPORT VOLUNTEERS**

Reports to: Case Management Team and/or Housing Services

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**PROGRAM OVERVIEW:**

This opportunity aims to pair healthy, ambulatory volunteers with clients who require assistance to carry out activities of daily living. Clients must book their request a minimum of three business days in advance with the Case Manager. Volunteers would be limited to supporting a maximum of two (2) clients per day. Volunteer shifts are a minimum of three (3) hours to a maximum of six (6) hours and volunteers are asked to commit to a minimum of two shifts per month.

**POSITION SUMMARY:**

Client Support volunteers provide assistance and companionship to clients requiring assistance to carry out activities of daily living. Activities many include but are not limited to: accompany client to do grocery shopping; accompany clients to medical appointments; helping with general errands; and/or providing translation services (if language requirements are identified). Volunteers are responsible for ensuring clients are safe during their time in the community and that clients arrive safely home after the scheduled task(s) are complete. Client Support volunteers also complete reports specific to the booking which become part of the client's file. Client Support volunteers take direction from and report to the Case Management team.

Client Support Volunteers are required to commit to a minimum of two shifts per month for a minimum of six (6) hours for a minimum of 3-months. Volunteer shifts run from 9:00am – 4:00pm, Monday to Friday.

**NUMBER OF AVAILABLE POSITIONS:** 10

**QUALIFICATIONS:**

The ideal candidate for this position possesses the following skills and qualifications:

- Friendly and outgoing; comfortable meeting and speaking with people
- Non-profit and/or agency experience (paid or volunteer)
- Experience (paid or volunteer) working in a health-care environment (preferred)
- Pleasant telephone manner; excellent written communication skills
- Reliable and punctual for all scheduled shifts
- Experience working with seniors and/or adults with disabilities (preferred)
- Willing to accept supervision and takes direction well
- Undergo a Police Records Check with Vulnerable Person Sector check

**MAJOR RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:**

- Maintain a minimum of two (2) volunteer shifts per month.
- Accompany/assist clients with activities of daily living
  - Can include but not limited to: grocery shopping; medical appointments; general errands
- Attend/complete all scheduled volunteer trainings and meetings
- Represent Dixon Hall in a professional manner when dealing with clients, staff, volunteers, and the general public
- Complete all paperwork/documentation as required

**ORIENTATION/TRAINING:**

Successful candidates will be provided with a comprehensive orientation and training program facilitated by the Volunteer department. Trainings will include, but may not be limited to:

- Agency orientation
- Health and Safety training
- AODA Training (on-line)
- Human Rights Training
- Alzheimer/Dementia Training (on-line)

**TIME REQUIREMENT:**

Minimum of 6 hours per month; additional shifts are welcome.

**BENEFITS:**

- Contribute to the health and well-being of seniors by supporting their desire to maintain their independence and their access to medical services
- Improve/utilize customer service and computer skills
- TTC tokens provided as necessary to travel to and from client homes and appointment locations
- Letters of reference provided after 24 hours of service
- Become engaged in the local community

**To apply, contact:**

Volunteer Department  
416-962-9449 ex. 225  
[volunteer@dixonhall.org](mailto:volunteer@dixonhall.org)  
[www.dixonhall.org](http://www.dixonhall.org)