



Position Title: **Telephone Reassurance Volunteer**  
Division: Seniors Division  
Reports to: Social Circle and TR Coordinator

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**POSITION SUMMARY:**

Telephone Reassurance volunteers provide support, stimulation, reassurance and an element of security to individuals who are elderly, disabled, chronically/terminally ill or convalescing through weekly telephone calls.

**QUALIFICATIONS:**

- Fluent in conversational English
  - Other languages an asset
- Able to commit to a minimum of one telephone call per week
- Friendly; willing to engage a senior in meaningful conversation
- Non-judgemental; experience engaging with diverse populations
- Good record keeping skills

**AVAILABLE POSITIONS:            Four (4)**

**MAJOR RESPONSIBILITIES:**

- Provide regular telephone calls to clients, following a schedule agreed upon between the client and the volunteer.
- Keep accurate records of the time and duration of all telephone calls.
- To report immediately any changes or concerns about clients' condition to the Client Services Coordinator.
- Notify Client Services Coordinator if you are unable to make your scheduled calls for any reason (vacation, illness, appointments etc.)
- To attend any workshops or training sessions for volunteers.

**ORIENTATION/TRAINING:**

Attend an initial Volunteer Orientation and Safety Training session facilitated by Volunteer Services. Volunteer will receive task-specific training, on-going support, and supervision from the Social Circle and TR Coordinator.

**TIME REQUIREMENT:**

One hour per week for a minimum of three (3) months. Time commitment determined by mutual agreement and convenience for both the client(s) and volunteer.

**BENEFITS:**

- Develop a supportive one-to-one relationship with a senior
- Develop informal counselling skills

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- Promote independence and safety of clients
- Assist in breaking cycles of isolation and loneliness for seniors

**For more information, and to get involved, contact:**

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