



**Little Brothers-Friends of the Elderly
Phone Companion
Volunteer Job Description**

Position: Phone Companion Volunteer
Reports To: Assistant Director for Social Programs

Position Objective:

A Phone Companion places calls to elders to help alleviate loneliness, and help the elder feel connected and part of the broader community.

Duties and Responsibilities:

- Attend LBFE orientation and basic training session (One and a half hours)
- Complete application form, background check
- Sign a statement of confidentiality
- Place calls to elder to check on how they are, chat about current events and everyday happenings and to be a friend
- 2-3 contacts per month per companion elder
- May be matched with 1 to 3 elders, depending on need and interest
- Make a minimum 1 (one) year commitment

Qualifications:

- Pleasant phone voice and customer service skills
- Good oral communication skills
- Excellent listener
- An empathetic and non-judgmental attitude
- An understanding of and sensitivity to the needs, attitudes, and behavior of elders
- Reliable and self-motivated
- Interacts well with older population
- An ability to determine action in relation to becoming knowledgeable about a situation that supervisor should be aware of (i.e., concern for elder's safety)
- Minimum age requirement of 18

Time Commitment:

- One and a half hours for orientation and basic training at LBFE
- One and a half hours per month per elder matched with

Training Required:

- General orientation and basic training
- Ongoing support as needed from LBFE staff and supervisor

Benefits:

- A rewarding experience
- Gain knowledge in the field of aging
- Develop new friendships and share new experiences

Name _____ Date _____
(signature)

Supervisor _____ Date _____
(signature)