



Phone Companion Position Description

JOB TITLE: Phone Companion Volunteer
REPORTS TO: Visiting Advocate Coordinator

Position Objective:

A Phone Companion places calls to older adults to help alleviate loneliness, and help them feel connected and part of the broader community.

Duties and Responsibilities:

- 1) Complete application process.
- 2) Attend volunteer orientation and basic training session.
- 3) Sign a statement of confidentiality and keep information about the older adult(s) you serve confidential.
- 4) Place calls to older adults about current events, their hobbies, your interests, family, etc. and be open to receiving responses.
- 5) 2-3 contacts per month per companion phone companion.
- 6) May be matched with 1 to 3 older adults, depending on need and interest.
- 7) Make a minimum 3 (three) month commitment.

Minimum 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 older adults
Reliable and self-motivated
Interacts well with older population
Minimum age of 18 years

Benefits:

Volunteers often find gratification from relieving the isolation of an older person. They gain experience in the field of aging services and they develop new friendships and share new experiences. Training and workshops related to issues on aging are also available.

Signatures:

Volunteer: _____ Date: _____

Parent (If volunteer under 18) _____ Date: _____

Visiting Advocate
Coordinator: _____ Date: _____

Director of Programs: _____ Date: _____