

Volunteer Position Description
Friendly Visitor
Virtual and/or In Person



Scarborough Centre for Healthy Communities (SCHC) is a community health organization dedicated to meeting the diverse, holistic needs of the communities of Scarborough. Our comprehensive range of culturally competent health and social services address the social determinants of health (physical, mental, social, financial, and environmental) with the goal of promoting wellness and cultivating vital and connected communities.

Purpose

Friendly Visiting volunteers provide **regular weekly visits to the home of a client**, or provide **regular weekly telephone** calls to a client if requested/recommended. The purpose of this program is to provide frail, isolated seniors, adults with disabilities and/or dementia with a **long lasting connection to their community**, by matching them with a volunteer who will visit or call on a regular basis at an arranged time. Volunteers and clients engage in meaningful social relationships that are not only beneficial for the clients, but the volunteers as well. Visits are primarily social in nature and do not involve personal care or homemaking services.

By **addressing social isolation**, the Friendly Visiting program aims to prevent and alleviate the physical and mental health risks associated with social disconnect. The goal is to develop a warm and friendly relationship with the client while encouraging independent living within the community.

Essential Requirements:

- Reliable, committed, compassionate, empathetic, warm, caring and open
- Strong interpersonal and communication skills
- Ability to listen without judgment and support someone without trying to fix or give advice
- Mature, reliable, responsible
- Committed to ensuring services are confidential, inclusive and accessible
- Willingness to grow in self-awareness around judgement, unconscious bias and assumptions that may impact the volunteer / client service relationship
- Completion of mandatory SCHC-specific training as required
- Ability to function in a client-based environment
- Able to provide a clear Vulnerable Sector Police Reference Check
- **Daytime, weekday availability – must be able to visit at the same time each week, so a consistent schedule is required**

Responsibilities

- The day before your scheduled visit, call the client to remind them about your visit
- Ensure that the client is in good health to see you (i.e. if the client has a cough or cold, avoid visiting and offer to chat over the phone)
- During your one to two hour visit, observe the general state of mind and health of the client, and ensure you report any noticeable changes in behaviour or if you suspect the client is experiencing elder abuse (physical, verbal, financial, etc.)
- Keep the disclosure of your personal information limited – and never transmit private information electronically

In addition, volunteers are expected to:

- stay connected with regular phone calls to client, caregivers and family
- ensure that you are in regular communication with staff, respond to requests for support in a timely manner, and make sure that necessary documentation (i.e.: monthly volunteer hours report) is submitted
- participate in all required training and ongoing professional development
- maintain safe boundaries and self-care practices
- report any concerns immediately to FV Coordinator

(OVER)

Benefits

- Satisfaction of helping frail & isolated individuals – contributes to allowing our clients to live in their own homes longer
- Learning from the wealth of wisdom and experience seniors have
- Giving back to the community

Commitment: About 2 hours per week for **one full year.**

Apply to: Jacklyn Malik, at 416-642-9445 ext. 4418 or email hpcvolcoordinator@schcontario.ca

All SCHC volunteers must complete additional mandatory online training modules provided by the Coordinator of Volunteer Engagement and will commit to following SCHC health and safety policies & procedures. Volunteers will sign and comply with the tasks, responsibilities and practices of their assigned role. For more information about our programs and services and other volunteer opportunities, please visit our website at www.schcontario.ca.

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