

EASTERN AREA AGENCY ON AGING
JOB DESCRIPTION

VOLUNTEER ASSIGNMENT: Phone Friend Volunteer

REPORTS TO: Volunteer Director

GOAL OF ASSIGNMENT: To make friendly social telephone call to an older person

JOB SUMMARY:

1. Responsible for initiating calls to a Phone Friend receiver.
2. Maintain records of calls made to Phone Friend receiver and report hours to Volunteer Director.

CORE ELEMENTS OF THE JOB:

1. Make calls within local calling area.
2. Schedule time to talk on the telephone at a mutually agreed upon time with Phone Friend receiver.
3. Initiate calls on a regular basis to Phone Friend.
4. Report to Volunteer Director on a regular basis in person or by telephone.

TASKS AND DUTIES:

1. Review Volunteer Handbook and Volunteer Training manual and keep up to date with changes in policies and procedures.
2. Report any issues that arise to the Volunteer Director.

Estimated hours: Varies - volunteer determines number of times per week they will call as well as the length of telephone call.

Scheduling: Flexible - volunteer and recipient arrange a time of day/week that works best for them.

Worksite: Home - will make calls in local calling area.

QUALIFICATIONS SOUGHT:

1. Friendly, sociable
2. Good telephone skills
3. Become familiar with issues surrounding the elderly and disabled
4. Willingness to contribute time to develop a friendship with an agency phone friend client

BENEFITS:

1. Flexibility to work from home.