



Friendly Call Program Volunteers

The Canadian Red Cross Society, a non-profit, humanitarian organization dedicated to helping Canadians, as well as the most vulnerable throughout the world, is seeking a Friendly Call Volunteers to work with the Community Health Teams. The Friendly Calls program is active in Ontario, Quebec, Saskatchewan, Alberta and Atlantic provinces.

Reporting to the Program Coordinator, volunteers will be responsible for establishing and maintaining regular telephone contact with assigned clients for the purpose of providing them with company, companionship, and a connection with their community. Friendly Call Program Volunteers will provide a valuable service to many people that feel socially isolated or lonely. Volunteers will provide an integral service in helping individuals feel connected to their communities and assist in reducing the effects of loneliness.

RESPONSIBILITIES

Responsibility 1. Regular telephone calls to clients.

- Make regular telephone calls to assigned clients.
- Spend time in conversation with the clients talking about subjects that interest both the client and the volunteer.
- Engage the client in conversations that may highlight any challenges or issues in the client's life.
- Promote local community events, programs and encourage their participation.
- Participate in ongoing training as required.

Responsibility 2. Reports any issues or concerns found.

- Maintain regular communication, and report any health, psychosocial, or safety concerns for assigned clients to the supervisor.
- Provides all completed weekly reports to their coordinator on a regular basis as required. These reports will include information such as: date and duration of call.

Responsibility 3. Employees and volunteers at every level are responsible for safe work practices and to adhere to practices outlined in their applicable provincial Occupational Health and Safety Act.

- Participates and promotes completion of mandatory health and safety education/orientation.
- Participates and promotes respectful communication between all personnel and clients to promote a healthy and safe workplace.
- Aware of and adheres to policies and procedures related to health, safety and quality matters to ensure employee, volunteer, and client safety.
- Ensures all near-misses and incidents are promptly and accurately reported to their coordinator or designate.
- Participates in discussions regarding safety awareness during team meetings.



Responsibility 4. Support other Red Cross initiatives, as needed, to provide for a coordinated team effort to meeting the needs of the vulnerable in the community.

- Contributes to a healthy and safe working environment.
- Complete all training as required (Training will be provided prior to your start date and may include up to 2 days of training)
- Performs other duties as required.

Volunteer commitment can be 30-60 minutes a week for up to 6 months, with opportunity to renew.

QUALIFICATIONS

- A satisfactory criminal record check
- Consistent and dependable availability
- Excellent English and/or French language communication skills, depending on location and client requirements.
- Knowledge and understanding of issues that might arise with individuals experiencing mental health issues, including social isolation and loneliness.
- Basic computer skills
- Strong interpersonal, customer service and empathy skills
- Pleasant, happy demeanor
- Punctual and organized
- Commitment and clear understanding of privacy and confidentiality.

WORKING CONDITIONS

- The work is performed remotely from the volunteer's home, with minimal supervision.
- A domestic long-distance telephone plan is an asset
- Hours of work will be determined by the supervisor depending on volunteer availability and client needs.

The Canadian Red Cross is committed to gender equality and social inclusion in our workplace. All qualified applications will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, color, religion, nationality, disability, age, or any other characteristic protected by applicable law. We encourage all qualified persons to apply particularly Indigenous peoples, persons with disabilities, ethnic minorities, visible minorities, and others who share our values and contribute to fostering an inclusive and diverse workplace. Please notify us as soon as possible of any adaptive measures you might require at any stage of the recruitment process