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## Seniors Program Volunteer

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### **Purpose**

The purpose of this program is to check in and reach out to specific demographics of clients and ensure their wellbeing. The Seniors Program Volunteer supports a senior newcomer client by maintaining a good conversation through various virtual tools, including phone calls, Skype, or Zoom.

### **Duties & Responsibilities**

- Develop a well prepared introduction mentioning that you are from Immigrant Services
- Initiate conversations
- Demonstrate active listening and building a good rapport with the client
- Ask the specific questions as planned and discussed
- Maintain a warm and welcoming environment where the conversation partner is treated with dignity and respect
- Take notes and bring back any questions to staff to respond
- Regularly and consistently track meetings including date, time, duration and report via email
- Communicate any concerns or challenges to the Program coordinator
- Record hours spend volunteering and report to Volunteer Mobilizer

### **Time Commitment**

- To begin immediately and continue until end of June 2020
- Up to an hour a day, reaching out to 50 clients for a whole month, roughly 15 minutes per call/meeting.

### **Skills & Qualifications**

- Strong command of the English language
- Clear, confident, accurate and fluent oral communication in English
- Customer Service Experience will be an advantage
- Experience working with adults/seniors in a learning environment
- Sensitivity to and/or understanding of the immigrant experience and challenges facing newcomers
- Commitment to equity and anti-oppressive practices
- Demonstrated ability to work with individuals from diverse backgrounds
- Warm and friendly demeanor and positive attitude
- Mature, Active listener
- Patient
- Self-initiative and enthusiasm
- Application form, interview and 2 references required
- 18+ with a Police Record Check showing no violent offences or offences related to the Vulnerable Sector

### **Boundaries & Expectations**

- Strict maintenance of confidentiality
- Volunteers are not to offer any services privately and/or for a fee
- Volunteers must direct any questions, queries and concerns to ISGW staff
- Volunteers must decline gifts, favours, and payment from program participants
- Regular communication shall be maintained with program staff
- Volunteers are expected to adhere to our mission

- Participation in the program as a volunteer shall not constitute the promotion of any sales or services for personal gain, nor is it an appropriate platform for recruitment of participants into groups or activities for personal gain (i.e.: groups with private membership, payment of fees, recruitment into religious orders/groups etc.)

**Training**

- Volunteers receive one on one training with program staff at the beginning

**Supervision**

- There is no direct supervision by program staff as the meetings take place virtually.
- Supervision and follow up is provided through the tracking sheets submitted by volunteers. They are expected to provide their volunteer hours through these sheets.
- The program volunteers report to the Volunteer Mobilizer.
- The Staff Liaison for this position will be Program Manager, ISGW.

**Benefits**

- Contributing to the community at the time of a pandemic
- Use your skills and experience to support seniors
- Gain experience in immigrant settlement services
- Gain experience in intercultural communication
- Volunteer at a lively organization committed to diversity
- Meet people from all over the world

**Risk: MEDIUM**

- Contact with vulnerable clients
- Access to confidential information
- Unsupervised meetings virtually