FAMILY SERVICE TORONTO
For People. For Change.

Phone Chat Volunteer
Seniors Program

Program Summary:

The Seniors and Caregivers Support Service (SCSS) Unit at Family Service Toronto provides social work services to older people and caregivers. Services includes counselling, group work, advocacy, training and educational sessions on a variety of topics such as aging and memory loss, anger and guilt, how to access community resources, abuse of older adults, etc.

Volunteer Position Summary:

We are recruiting volunteers to chat on the phone with persons who identify as seniors and may be isolated in order to support positive social interactions.

Please note that this is not a counselling position. Volunteers cannot provide counselling or give advice to clients.

Core responsibilities:

- Develop and maintain a friendly and supportive relationship with the individual
- Initiate and encourage dialogue to help the client feel connected
- Keep regular contact with supervisor
- Document each call after each client contact

Qualifications:

- Ability to build a relationship based on the person's strengths, abilities and interests
- Strong communication skills
- Respectful of individual's right for self-determination
- Ability to maintain clear boundaries
- Demonstrated ability to maintain confidentiality
- Reliable, non-judgmental and patient
- Friendly and positive
- Prior experience working directly with people in a volunteer or paid capacity is an asset
- Knowledge of issues related to the aging process, including working with frail seniors, seniors who are living with cognitive decline, depression who are socially isolated and/or have age associated health issues is an asset

- Prior experience working with seniors in a volunteer or paid capacity is an asset but not required.
- Because a Vulnerable Sector Check (VSC) is required, applicants must be over age 18 to be considered for this volunteer position.

Time commitment:

- One or two 20-minute calls each week (Monday to Friday), between 9 a.m. and 5 p.m., at times that are mutually convenient for the volunteer and supported individuals
- We request a minimum commitment of six months from the date the volunteer starts chatting with clients

Location:

- Chats take place on the phone

Orientation and Training:

- General orientation to Family Service Toronto will be provided by Volunteer Resources
- Training specific to role will be provided by Seniors and Caregivers Support Services staff

Benefits:

- Opportunity to gain experience working within the Seniors/Older Adults Sector
- Personal satisfaction received in providing support to an individual who is a senior and may be isolated

FST conducts a Vulnerable Sector Check for successful applicants for this position and clearance must be obtained prior to starting the volunteer position.

Please apply for this position online using the FST Volunteer Application Form and attach a résumé and cover letter to your application.

FST is committed to a policy of equity and inclusion. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005 and FST's Access and Equity policy, accommodation will be provided in all parts of the recruitment process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview.