

Volunteer Position Description

Monday, September 20, 2021

Position Title: Client Support Volunteer

Reports To: Clinical Manager

Position Summary: Support the Alzheimer of Durham Region's (ASDR) mission and provide client phone check-ins to ensure that persons living with dementia and their families/care partners are living well in the community. As the Client Support Volunteer, you will conduct phone calls to provide supportive listening, safety check-ins and connection to ASDR services/resources as needed. Accurate documentation and data collection is required.

Roles, Responsibilities and Tasks

- Provide check- in calls to clients utilizing active and supportive listening skills and provide a safe environment for open sharing
- Provide ASDR staff or supervisor with regular client updates and refer to ASDR services/resources as required
- Maintain confidentiality of client information
- Complete accurate documentation and internal referrals in database
- General administrative tasks
- Adhere to ASDR policies and procedures

Skills, Knowledge and Competencies:

- Strong interpersonal and communication skills
- Committed, compassionate, empathetic, warm, caring and open
- Knowledge of dementia and the implication for those caring for someone with the disease
- Personal or professional experience with those who have dementia and/or their families would be an asset
- Education in Social Sciences is an asset
- Proficiency in English with excellent communication skills
- Proficiency in other languages is an asset
- Computer proficiency for documentation
- Respect for diversity, cultural awareness and sensitivity
- Ability to work independently and reliably

Requirements:

- Recent and clear Vulnerable Sector check (police check), updated every three years

Alzheimer Society

D U R H A M R E G I O N

- The Society requires that you be fully vaccinated for COVID-19, subject to any accommodation obligations it may have under human rights legislation.

Environment / Conditions:

- Interacting with care-partners of persons living with dementia
- On site (in office) and in-person in business casual work environment

Training/Orientation:

- General orientation about dementia and Alzheimer's disease, internal programs/services, customer service, and program policies
- Review of technology requirements (computer, phone system)
- Position specific training for skills required for client check-ins and documentation requirements, including use of the Client Database System
- On-going support, supervision and assistance from ASDR staff
- Volunteer Infection Prevention and Control training

Dates and Time Commitment:

- Minimum commitment: 6 months
- Time commitment: 1 day per week, 4hr shift. Days and time are flexible within working hours (8:30am-4:30pm Monday-Friday).
- Attend all required training, information meetings, and scheduled sessions
- Participate in facilitation mentorship/shadow shift
- Complete personal review of materials and preparation as required
- Travel is required to the office

Benefits:

- Join a welcoming and dynamic ASDR volunteer community
- Gain knowledge regarding Alzheimer's disease and related dementias.
- Receive training and several weeks of mentorship related to client support and interaction
- Increased personal understanding of ASDR programs and services
- Sense of satisfaction and fulfillment
- Knowledge that you are playing an integral role in helping those who are struggling to cope with Alzheimer's disease or related dementias.
- Knowledge that you are aiding the Alzheimer Society in being able to offer timely and supportive follow up
- Independence and autonomy to perform duties

Contact Information:

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