

Telecare Volunteer

Mission, Vision, Values

Our Mission:

To advocate for and with people living with dementia and their care partners and provide access to a diverse range of appropriate resources and supports. Particularly, to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

Our Vision:

A community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being. Ultimately, a world without Alzheimer's disease and other dementias.

Values: CARE

Collaboration

We continually seek new opportunities for collaboration with all stakeholders to enhance the range of coordinated services available to meet the needs of this unique population and educate the public.

Accountability

We believe in openness and transparency. We are accountable for our actions and decisions to those we serve and to those who fund and support our organization.

Respect

We value commitment, integrity and consistency. Dealing fairly, acting ethically and showing respect are cornerstones of our future growth and success.

Excellence

We are committed to innovation and sustainability. We are leaders in the development and delivery of services that use a holistic, client-centered approach that is inclusive of all care partners involved and take into account all aspects of well-being for those being served.

Role Description

Title:	Telecare Volunteer
Location:	Remote/Virtual
Assigned Supervisor:	Coordinator of Volunteer Programs
Time Commitment:	One call per week for approximately 1 hour - minimum 6-month term

Role Summary

Tele-Care volunteers make calls at regular intervals to Alzheimer Society Niagara Region matched clients and/or caregivers to offer them support and an opportunity to connect with the Alzheimer Society Niagara Region. This connection helps people cope more effectively in living well with dementia as well as reducing isolation and increasing independence.

Primary Responsibilities

- Make outreach calls to individuals who have been diagnosed with a dementia and/or care partners under the direction of the Coordinator of Volunteer Programs
- Clearly identify yourself as a volunteer and describe the purpose of the call.
- Provide support, socialization, and validation to aid in decreased feelings of isolation and depression and increased independence.
- Record all contacts and contact attempts with Tele-Care clients in accordance with documentation standards.
- Notify the Coordinator should any situation(s) arise that are of a clinical nature and reassure the person with dementia/care partner that a Counsellor will contact them in a timely manner.
- Notify the Coordinator if unable to keep scheduled “shift” at least 24 hours in advance.

Qualifications

- Have a sincere interest in working with adults or seniors with a diagnosis of Alzheimer's or dementia, or their care partners.
- Skilled at initiating conversations and engaging clients in social conversations.
- Be able to communicate with others on a one-to-one basis in an understanding, caring and sensitive and supportive manner.
- Excellent communication and active listening skills
- Have a warm and caring personality.
- Ability to listen objectively and be tolerant of others’ cultural, religious or lifestyle beliefs and attitudes.
- Enjoys interacting with people and is comfortable reaching out to others.
- Efficient, articulate, and fluent in the English language.
- Experience working with older adults or willingness to learn.
- Ability to maintain confidentiality of information.
- Excellent telephone skills and comfortable using technology.
- Punctual and dependable.

Boundaries

- Will not share personal stories and/or experiences but validate client’s stories and experiences.
- Must not provide medication prompts.
- Must not provide clients with any type of medical advice.
- Must not accept private work and/or gifts from a client, including money.
- Will not influence the person or family member(s) with your own personal views, beliefs or attributes.
- Do not give the client or care partner your personal contact information, or that of anyone else.

- Break confidence with anyone outside of the ASNR staff.
- Provide private, one-on-one counselling.

Screening Requirements

- Complete an application.
- Attend a One-to-one interview.
- Provide two References
- Obtain a complete and clear Police Vulnerable Sector Check
- Must be 18+ years of age.

Training Requirements

- Orientation to agency, ASNR programs, policies, and procedures
- Online ALZEducate Modules, AODA and WHMIS training
- Completion of Volunteer Workshop
- Review of TeleCare Guide

Benefits

Volunteer

- Completion and certificates of training programs.
- Support a cause that you believe in.
- Develop new and transferable skills.
- Learn new skills and discover new talents.
- Use your professional skills in a new setting.
- Meet other people who share your interests and passions.
- Reference available upon request.
- Annual Volunteer appreciation events and acknowledgement of service

Society

- Help make life better for those living with dementia.
- Improve the quality of life for persons living with dementia, and care partners.

Community

- Encourage community connections.
- Help improve the quality of community life.

- Work to alleviate the personal and social consequences of Alzheimer disease and related dementia.

Challenges

- Volunteering independently one to one remotely
- Reliable access to private space to conduct call
- Completing Police Vulnerable Sector Clearance

Evaluation

The Coordinator of Volunteer Programs will be responsible for providing feedback to the volunteers in such a way that will allow the volunteer to grow and learn as part of their role. Once per year, volunteers who volunteer in this role in an ongoing capacity or in service for more than 1 year will partake in an annual review with the Coordinator of Volunteer Programs. If a volunteer with less than 1-year requests annual review one will be provided.

Success

The Society acknowledges the contributions of volunteers using methods of recognition that are meaningful and respectful of cultural differences and are committed to continuous quality improvement, which can be best achieved by encouraging feedback.

Recognizing the hard work and dedication of volunteers is very important to the Society.

Volunteers will receive ongoing support and regular recognition in various ways.

Risk Assessment

A Risk Assessment of this role has been completed. In keeping with our Risk Management Framework every effort has been made to ensure the safety of the volunteer, client, care partners and staff during the engagement of this role.

The Alzheimer Society recognizes the value and dignity of each individual and ensures everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

*Our values include **justice** and **connection** and are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services become the reality.*

We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. The Organization welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis,

Société Alzheimer Society

NIAGARA REGION

Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.

We respect your privacy. The Alzheimer Society collects your personal information to help identify and align suitable volunteers and opportunities. Only authorized Alzheimer Society staff and/or volunteers access this information. For more information about our privacy policy, go to www.alheimerniagara.ca