



ICS Volunteer Job Description Friendly Phoning

Job Title: Friendly Phoning, reports to Home Sweet Home Coordinator

Program: Home Sweet Home

ICS offers a variety of Caregiving Services that help registered ICS recipients who are frail, ill or disabled live independently in their own homes, without the need for institutional care. ICS knows that independence is important to seniors and disabled adults who want to age in the comfort of home. Our volunteers provide essential support services that help accomplish this, while also providing important social contact that helps keep recipients healthy and connected.

Job Description:

Home Sweet Home Friendly Phoning volunteers call a participant 1-4 times a month to chat and provide vital social interaction. Volunteers embody ICS values of Respect, Integrity, Compassion, Collaboration, and Innovation.

Job Details:

- Volunteers are assigned to one or more participants and agree to call them on a regular basis using a personal phone
- Engage in active listening while keeping the conversation friendly
- Report hours and any issues or concerns after assignment to the Home Sweet Home Coordinator

Volunteer Qualifications:

- Willingness to have conversations with participants and engage in active listening for up to an hour at a time
- Have patience and a friendly attitude

Location: Remote

Time Commitment: 1-4 phone calls a month per assigned participant; phone calls can last between 30 minutes to an hour, depending on the participant and volunteer availability; volunteer sets up schedule with participant input