



The Community Health Centres of Northumberland (CHCN) is a community-centred primary health care facility. With a vision rooted in providing comprehensive primary care services, delivered by an interdisciplinary team of professionals to promote healthy communities, we offer a range of community-based services.

The CHCN has opening(s) for **Friendly Call Program Volunteers**

Reporting to the Community Health Promoter or designate, volunteers will be responsible for establishing and maintaining regular telephone contact with assigned clients for the purpose of providing them with company, companionship, and a connection with their community. Friendly Call Program Volunteers will provide a valuable service to many people that feel socially isolated or lonely and connecting those to local resources in the community.

**We are looking for individuals who are able to commit to volunteering for a minimum of 3 months, making a 1-2 hour bi-weekly commitment. The individual will be working remotely. You must have access to a reliable cell phone or landline.**

All volunteers will take part in a general orientation and job specific training. Volunteers will also be trained on specific policies and procedures that are relevant to this position. The required training will be completed prior to starting in the volunteer role.

### **Responsibilities**

- Provide confidential supportive listening and information as necessary to adults/older adults who have been referred or have self-referred to the program.
- Spend time in conversation with clients talking about subjects that interest both the client and the volunteer.
- Promote local community programs and agencies that might be beneficial to the client.
- Maintain regular communication, and report any health, psychosocial, or safety concerns for assigned clients to the Community Health Worker or designate.
- Submit completed monthly reports to Community Health Promoter or designate.
- Complete and submit volunteer hours to Community Team or designate.
- Participate in mandatory volunteer training and orientation.
- Adhere to policies and procedures related to health, safety and quality matters to ensure employee, volunteer, and client safety.
- Ensure all near-misses and incidents are promptly and accurately reported to the Community Health Promoter or designate.
- Participate in quarterly meetings.
- Ensure confidentiality and privacy of client's names and conversations.

### **Qualifications**

- A completed criminal record check with a vulnerable sector check is mandatory.
- Consistent and dependable availability.



- Some knowledge and understanding of issues that might arise with individuals experiencing mental health issues, including social isolation and loneliness.
- Strong interpersonal, customer service and empathy skills.
- Punctual and organized.

### **Working Conditions**

- The work is performed remotely from the volunteer's home, with minimal supervision.
- Hours of work will be determined by the supervisor depending on volunteer availability and client needs. Ideally between the hours of 8:30am to 2:30pm Monday to Friday.

### **Physical and Mental Requirements:**

- Must be able to sit for a few hours at a time.
- Must be able to maintain a calm demeanor and stay focused in a changing environment;
- Must be able to steer conversations to remain appropriate, welcoming, safe, and non-judgmental.

### **To Apply:**

Any interested candidates should fill in a volunteer application form here: [\[link\]](#) and submit to Amanda McConkey at [amcconkey@porthopechc.ca](mailto:amcconkey@porthopechc.ca) indicating Friendly Call Program in the subject line.