

# Volunteer Job Descriptions

## MEALS ON WHEELS VOLUNTEER

**Purpose:** To deliver hot, nutritious meals and Private Recipe frozen meals to our clients, consisting of senior citizens and adults with disabilities.

### Duties and Responsibilities:

- Pick-up route book and map from the Meals on Wheels room and sign the volunteer registration sheet.
- Deliver meals to the client's homes according to the route list.
- Return empty containers and route book to the Meals on Wheels room.
- Clean and disinfect empty bags.
- Initiate emergency procedures if there is no answer at the home.
- Maintain client confidentiality.

### Time commitment:

*Fixed Time:* Meals are delivered daily between 11:30 am and 12:30 pm Monday to Friday.

*Flexible time:* Volunteers are scheduled on a monthly basis based on the availability provided, whether it is once or twice a month, or more. Schedules can be picked up in the Meals on Wheels room for the following month, and the church coordinator will call and assign days of delivery.

**Skills Required:** Friendly and outgoing personality; Ability to work alone, or with a partner; Ability to follow directions; Usage of a reliable vehicle; Valid driver's license and automobile insurance; Knowledge of traffic rules; Must be available between 11:15 and 12:45 pm on the scheduled days; Sincere interest in working with seniors and/or adults with disabilities.

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## TRANSPORTATION VOLUNTEER

**Purpose:** To provide clients with transportation to medical appointments in or out of town, to the bank, grocery shopping with or for the client, and on other errands.

### Duties and Responsibilities:

- Be prompt in picking up clients.
- Treat clients with respect and sincerity.
- Provide transportation to desired location, in or out of town.
- Assist clients who require assistance when going to medical appointments or for shopping and errands.
- Use seatbelts and other safety precautions.
- Report problems to the office as soon as they arise.
- Initiate emergency procedures, if required.
- Maintain client confidentiality.
- Refer to policies and procedures as needed.

### Time commitment:

*Flexible Time:* The volunteer drivers are booked on an on call basis. When a request comes in for a driver from a client, calls are made until an available volunteer is found.

**Skills Required:** Strong interpersonal and communication skills; Friendly and reliable; Access to a dependable vehicle; Good driving record; Good judgement, common sense, patience, and understanding; Sensitivity to elderly needs; 1,000,000 liability insurance.

# Volunteer Job Descriptions

## DINERS CLUB VOLUNTEER

**Purpose:** To assist in the congregate dining program that offers a hot, nutritious meal to seniors in an environment that encourages social interaction.

### Duties and Responsibilities:

- Assist with the set-up of tables, cutlery and plates.
- Serve the noon hour meals.
- Provide courteous customer service.
- Perform kitchen cleanup, including washing dishes.

### Time commitment:

*Fixed Time:* Meals are offered on the first and third Thursday of each month. The meals are served at noon.

*Flexible Time:* Contribute as many hours as the volunteer's availability allows.

**Skill Required:** Friendly and positive attitude; Ability to work alone, or with a partner; Strong teamwork skills; Usage of a reliable vehicle; Must be available at noon hour on the scheduled days ; Experience in serving is an asset, but not required; Dedicated individual who is committed towards a great cause; Sincere interest in working with seniors and/or adults with disabilities.

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## VOLUNTEER VISITING

**Purpose:** To provide one-on-one companionship for a senior who is isolated, lonely or could just use a friend.

### Duties and Responsibilities:

- Visit the senior on a one on one basis in the clients home or where decided upon.
- Treat the senior with respect and sincerity during the visit.
- Maintain client confidentiality.
- Observe client and report any changes in physical or mental states to the office.
- Visitations may include telephone conversations or activities outside of the home.

### Time commitment:

*Flexible Time:* Times for visitations are determined between the volunteer and the senior.

**Skills Required:** Friendly personality; Strong interpersonal and communication skills; Sensitivity to life difficulties seniors may be experiencing; Sincere interest in working with and establishing a relationship with a senior; Good judgement, common sense, patience, and understanding.

# Volunteer Job Descriptions

## TELEPHONE REASSURANCE VOLUNTEER

**Purpose:** To provide support for seniors and adults with disabilities who live alone and would feel more secure with a daily phone call to check their well-being.

### Duties and Responsibilities:

- Phone clients to ensure their health and safety.
- Uphold a professional attitude throughout the call, while being friendly and polite.
- Maintain client confidentiality.
- Initiate emergency procedures if call remains unanswered.

### Time commitment:

*Fixed Time:* Calls are made on weekday mornings scheduled between 9 am and 12 pm.

*Flexible Time:* Volunteers are placed on the call schedule depending on availability (i.e. monthly, bi-weekly or weekly basis).

**Skills Required:** Friendly personality; Strong interpersonal and communication skills; Ability to work independently; Good judgement, common sense, patience, and understanding; Genuine interest in working with seniors

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## S.W.I.F.T .VOLUNTEER EXERCISE INSTRUCTOR

**Purpose:** To instruct a senior's gentle group exercise class in order to build and maintain functional abilities needed for daily life activities.

### Duties and Responsibilities:

- Set up and monitor class equipment, and ensure its return in good condition.
- Ensure group exercise room is well maintained and safe for classes at all times.
- Coach the client through an exercise class to improve cardio respiratory levels, muscular strength and balance.
- Orally communicate instructions and commands using clear and simple language.
- Answer questions and be able to direct comments or questions to the right people.
- Refer to policies and procedures as needed.
- Report accident incidents as needed.
- Maintain client confidentiality.
- Communicate with the office regarding scheduling or other concerns.

### Time commitment:

*Fixed Time:* Volunteer must attend a training program directed by the Canadian Center for Activity and Aging which consists of 36 hours in-class and 6 hours practical, as well as First Aid and CPR courses lasting 8 hours.

*Flexible Time:* Pre-determined days, based on the volunteer's schedule. There are 5 one-hour classes offered per week. Volunteers generally teach one class/week. A commitment of one year is required due to the high cost of training.

**Skills Required:** Good judgement, common sense, patience, and understanding; Strong problem-solving and teamwork skill; Strong interpersonal and communication skills; Friendly and outgoing personality; Ability to work effectively and be patient with senior citizens; Be flexible as participants vary in fitness level and may need guidance in different areas; Ability to motivate others to keep fit; Basic knowledge and interest of fitness is an asset, but not required.

# Volunteer Job Descriptions

## FUNDRAISING COMMITTEE MEMBER

Purpose: To provide support in the planning and implementing of fundraising activities and events.

Duties and Responsibilities of the Committee:

- Attend monthly Committee meetings.
- Co-ordinate two annual fundraising events.
- Establish a strategic plan for future events.
- Develop planned giving.
- Oversee fundraising volunteers.
- Schedule fundraising volunteers to work at each of the events.
- Assist with the tasks associated with fundraising events (i.e. selling tickets, dropping off and picking up materials, etc.).

Time commitment:

*Fixed Time:* Fundraising meetings are held at a pre-determined time, convenient for all members in the Committee.

*Flexible Time:* For fundraising related tasks, approximately three hours per month, varying according to personal preference, with an increase of hours as the event nears.

Skills Required: Proven organizational and leadership abilities; Strong problem-solving and teamwork skills; Ability to generate and implement fundraising strategies; Experience in fundraising and marketing skills is an asset, but not required; Ability to delegate tasks to others; Strong interpersonal and communication skills; Creativity; Ability to manage details; Dedicated individual who is committed towards a great cause.

## FUNDRAISING VOLUNTEER

Purpose: To support fundraising events and activities that will raise funds for the services offered.

Duties and Responsibilities:

Assist with fundraising-related tasks, such as:

- Sell raffle tickets.
- Drop off and pick up required fundraising materials.
- Set-up display board at the various chosen locations.
- Supervise promotional displays.
- Tabulate the revenue generated from the sales.
- Report to the Fundraising Committee on fundraising progress.

Time commitment:

*Flexible Time:* Contribute hours during chosen events only.

Skills Required: Friendly and outgoing personality; Strong interpersonal and communication skills; Strong problem-solving skills; Ability to work independently or as a team; Experience in fundraising and marketing skills is an asset, but not required; Genuine interest in fundraising for services for seniors and adults with disabilities.

# Volunteer Job Descriptions

## BOARD MEMBER

Purpose: To oversee policy and directions, assist with the leadership of the organization, as well as to support the organization's mission and needs.

Duties and Responsibilities:

- Monitor agency's visions and strategies in congruence with staff actions.

- Acquire sufficient resources needed to run the organization.

- Review budgets and finances for the organization.

- Participate in fundraising for the organization.

- Attend Board meetings as well as important related meetings.

Time commitment:

*Fixed Time:* Board meetings are held on the third Wednesday of each month at 11:30am.

*Flexible Time:* Volunteers may contribute as many hours as availability allows.

Helpful Skills: Strong problem-solving and teamwork skills, Possess interest or experience in fundraising, but not required; Strong interpersonal and communication skills; Proven organizational and leadership abilities; Ability to generate and monitor fundraising strategies; Willing to learn and experience new things; Dedicated individual who is committed to a great cause.