

Lifeline Check-In Services

Check-In Services Volunteers are an essential part of the Nanaimo Lifeline team. They support seniors in the community by maintaining a social connection and referring individuals to resources and events within the community. This role is a great fit for volunteers who are comfortable speaking on the phone and want to help people in their community stay connected and engaged.

Activities

- Call clients using a provided list based on a predetermined schedule
- Record notes to assist other team members

Volunteer Qualities

- Patience, tactfulness, reliability
- Good communication skills
- Cheerful, calm personality
- Understand the importance of confidentiality
- Basic computer skills
- Ability to relate well with clients

Requirements

- Be willing to commit 2 hours per week on a pre-scheduled basis (schedule may be flexible)
- Supervision provided by the Lifeline Check-in Volunteer Coordinator or otherwise determined
- Are able to work in the Lifeline office located at 102-1801 Bowen Road, Nanaimo

Orientation and Training

- Attend orientation sessions when necessary to the Lifeline and Check-in Service by Lifeline staff and volunteers
- Continuing training and information sharing sessions as provided through Lifeline Check-In Program