

## **Lifeline Home Service Representative**

Volunteer Home Service Representatives are an essential part of the Nanaimo Lifeline team. They install equipment in the homes of our clients, ensure they are comfortable with the system and handle routine maintenance calls. This role is a great fit for volunteers who are comfortable with technology, have a knack for explaining how things work and want to help people in their community.

### **Activities**

- Install Lifeline equipment in the client's home
- Provide instruction to the client regarding how the equipment works
- Perform a range test to confirm the button sends a signal from different areas in the house
- Perform a signal test that connects with the Response Center and allows the client to interact with our Lifeline staff
- Complete paperwork including contracts and checklists
- Perform other types of service calls including troubleshooting and basic maintenance work

### **Volunteer Qualities**

- Patience, tactfulness, reliability
- Good communication skills
- Cheerful, calm personality
- Understand the importance of confidentiality
- Flexible

### **Requirements**

- Access to reliable transportation
- Criminal Record Check
- Volunteer hours are flexible

### **Orientation and Training**

- Lifeline office staff and the volunteer trainer provide materials, a Powerpoint Presentation, videos and hands-on training
- Opportunities to accompany installers to observe process
- Policies and procedures clearly explained
- Ongoing updates and information sharing