**VOLUNTEER OPPORTUNITY**

**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