

ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717
phone: 406.447.1680 | toll free: 800.356.6544 | fax: 406.447.1629

Telephone Connection **Volunteer Position Description**

Program Recruiting Volunteer: Area IV Agency on Aging (Area IV)

Position Supervised by: Area IV's Volunteer Coordinator

Minimum Commitment: Please commit to calling for at least 6 months.

Contact: Maria Murphy at (406) 457-7376 or email mmurphy@rmdc.net

Program Overview: Area IV Agency on Aging, a program of Rocky Mountain Development Council, Inc. (Rocky), is a non-profit that assists seniors and persons with disabilities to make choices to preserve their independence and dignity. We manage programs such as Medicare Information and Counseling, Information and Assistance, Long-Term Care Ombudsman, and the Senior Medicare Patrol. We serve the six county area of Lewis and Clark, Broadwater, Jefferson, Meagher, Gallatin, and Park.

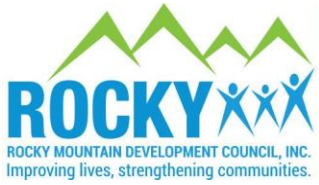
Position Overview: Through the efforts of the volunteer in this position, seniors and adults with disabilities will be less isolated. Some seniors and individuals with disabilities are self-isolating right now due to Covid-19. Even those that aren't are facing decreased opportunities for socialization due to social gatherings being restricted. These calls are used to ensure seniors and those with disabilities have an opportunity for socialization. We provide the names and numbers. You share conversation, heart, and time.

Key Responsibilities:

- Work closely and communicate effectively with Area IV's Volunteer Coordinator.
- Call individuals, check on their wellbeing, and engage in social conversation.
- If individuals are interested in recurring social calls, make arrangements regarding timing of those calls.
- Note and report any significant observations regarding individuals called to the Area IV Volunteer Coordinator to trigger the offer of additional services. Reporting guidelines will be provided.
- Sign up for new lists of individuals to call until one's personal list of recurring social calls has reached the desired length.
- Maintain confidentiality.
- Remain in regular contact with interested individuals throughout time of volunteer service.
- Abide by Rocky's volunteer policies.

Qualifications:

- Willing to use a personal phone.
- Self-motivated.



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- At ease using the phone to call up individuals who may be feeling isolated. Initial calls are “cold calls.”
- Ability to follow written and oral instructions.
- Positive attitude and willingness to share that with individuals.
- Ability to encourage others to practice self-advocacy.
- Excellent attention to detail.
- Good listening skills.
- Criminal and Sex Offender background check required.
- Experience and success establishing healthy boundaries is a plus!
- Completion of volunteer application process at Rocky.

Benefits:

- Interesting conversations.
- Knowledge that you’ve played a part in decreasing isolation,
- Participate in training opportunities.
- Potential to develop lasting relationships.

Commitment: Typical commitment averages about ½ an hour per week per recurring social call. Initial calls are often much shorter on average due to some individuals not answering their phone. Initial calls can be made between the hours of 9:00 a.m. to 5:00 p.m. Monday through Saturday. Timing of the recurring social calls are arranged with the interested individuals. Arrangements can be made with call recipients to flex around vacations or other personal scheduling conflicts.

Location: Personal home.

Goal of Position: The goals of these calls are to ensure seniors and those with disabilities have access to basic necessities and an opportunity for socialization.

I have read the above volunteer position description and agree to perform these responsibilities (To be signed at orientation).

Signature of Volunteer

Date

Signature of Volunteer Supervisor

Date

Signature of Volunteer Coordinator

Date