

**Position Title:** Friendly Caller **FSL Program:** RISE

**IMPORTANCE OF THE WORK TO THE ORGANIZATION:**

Excellence and quality are an integral part of the service we provide at the Foundation for Senior Living (FSL). Our Friendly Caller volunteers play a crucial role in achieving this goal by supporting clients and their caregivers in reducing isolation and easing the load of caregiving.

**STATEMENT OF WORK:**

FSL's programs and services aim to support aging in place for individuals with different physical and mental health conditions, allowing them to stay at home as long as possible and postpone relocating to a skilled nursing facility.

The FSL Friendly Caller Program provides well-being check-in calls with community members and follows up with clients who have made previous inquiries. The main objective of this program is to have volunteers make regular calls to these clients and check if they need any assistance in maintaining or improving their quality of life. By doing this, volunteers are not only providing companionship but also ensuring the well-being of these individuals. Clients who can benefit from this program may be individuals and/or their caregivers.

Volunteers are required to go through vetting and onboarding tasks at the FSL central office located at 1201 E Thomas Rd. in Phoenix, AZ. After the onboarding process, this volunteer position is primarily remote. The volunteers may be invited to in-person team-building events but are not required to attend.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:****Client Engagement**

- Ensure positive and empathetic communication with clients, creating a supportive and friendly experience.
- Regularly check-in calls with clients to reduce isolation, provide welfare checks, and offer necessary resources.
- Gather feedback to assess service effectiveness and identify additional needs or concerns.
- Provide updates to the client's family members or caregivers.
- Report any concerns or changes in a client's situation to the RISE Manager.

**Collaboration**

- Collaborate with FSL team members to stay informed about available resources, programs, and services at the agency.
- Provide feedback and insights to improve the overall efficiency and effectiveness of the Friendly Caller Program.

**Utilize Company Software**

- Use FSL's Client Relationship Management (CRM) software to track and update client information.

- Document details of each interaction including initial contact, follow-up activities, successful support, concerns or barriers, and any additional information relevant to the client's needs.

**QUALIFICATIONS (including knowledge, skills, abilities, work experience, & education):**

Minimum Required:

- Excellent communication and interpersonal skills.
- Empathy and sensitivity for the needs of older adults, people with disabilities, and family caregivers.
- Able to adhere to strict confidentiality rules.
- Basic computer skills and the ability to navigate new software.
- Reliability and timeliness.
- Ability to work independently as well as collaboratively with FSL staff.
- Access to internet and phone connection.

Preferred:

- Bilingual – English/Spanish.
- Social service or counseling background.

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

The physical demands described here represent those required by a volunteer successfully performing the essential functions of this position.

- This is a remote working opportunity and should have a designated workspace for using telecommunication devices (cell phones, landlines) and computers.
- Ability to hear well and articulate clearly.
- Ability to utilize telecommunication equipment and computers.

**SPECIAL or DEPARTMENTAL REQUIREMENTS:**

- Minimum age: 18
- Valid Arizona driver's license or State ID
- Clear Background Check       DCS Central Registry       DES Criminal History Affidavit
- Negative Drug Screen     Negative TB
- Current, or be able to obtain, a Level One Fingerprint Clearance Card through AZ DPS
- Current CPR/First Aide
- Blood Borne Pathogens & Infection Control Training
- Network Access
- Additional Specialized Training: Client Relationship Management (CRM) software

**TRAINING PROVIDED:**

- Orientation
- HIPAA and Corporate Compliance Training
- Shadow other staff
- Program-specific policies & procedures:  
FSL will provide comprehensive training on the CRM software, communication protocols, and the overall goals of the Friendly Caller Program. Ongoing supervision will be conducted
- Web-based modules
- Identifying signs of abuse/neglect

to ensure the volunteer feels confident and supported in their role.  
▪ Instructions from \_\_\_\_\_ the RISE Manager \_\_\_\_\_

**EVALUATION:**  
At end of training for fit At end of Commitment

**LENGTH OF COMMITMENT:** 3 months 6 months 9 months 12 months  
Other: \_\_\_\_\_

**SCHEDULED DAYS:** between Monday and Friday  
**HOURS:** between 9:00 am and 4:00 pm

**ASSIGNED STAFF SUPERVISOR:** RISE Manager  
**SECONDARY STAFF SUPERVISOR:** Director of Health and Wellness – Home-Based Programs

**COMMENTS:**  
This volunteer is a valuable member of the FSL Community-based Health and Wellness team and appreciated for their willingness to assist with these essential duties.

This volunteer job description is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. While it is intended to be an accurate reflection of the position, management reserves the right to revise or to require that other, or different, tasks be performed when circumstances change (e.g., emergencies, changes in staff, workload, rush jobs, technology changes, etc.).

In addition, this volunteer position description is not an intended contract of employment between the volunteer and the FSL, nor shall it be a promise to provide specific terms or conditions of employment.

Your signature below indicates that you:

- have read and understand this position description (or had someone read it to you),
- understand the requirements of the job as stated and can perform these duties **(check one)**:  
 **with accommodation**  **without accommodations**, and
- are willing to perform the job responsibilities and requirements as stated.

\_\_\_\_\_  
Volunteer's Printed Name

\_\_\_\_\_  
Supervisor's Printed Name

\_\_\_\_\_  
Volunteer's Signature  
*(Indicates acceptance and understanding)*

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date