



CATHOLIC CHARITIES HAWAI'I

The Phone-A-Friend project provides regularly scheduled calls for seniors who live alone or are socially isolated and have little or no contact with people outside their home. Calls are made by trained Phone-A-Friend volunteers. The goal of the project is to help prevent isolation, decrease loneliness, and provide a safety check for isolated, homebound seniors.

The Phone-A-Friend Project is funded by Catholic Charities Hawai'i and other private grants.

Volunteer Requirements

Education & Experience:

- Education sufficient to complete required reporting requirements
- Some experience relating with older persons on a formal or informal basis

Physical & Mental Abilities:

- Be age 18 or older
- Appreciates and enjoys working with seniors who are homebound, often lonely, and may have multiple communication challenges (e.g hard of hearing, limited English, etc.)
- Is responsible and reliable to ensure that calls are made as scheduled in order to ensure the safety of senior(s)
- Able to maintain relationship and ethical boundaries as prescribed by program
- Able to maintain confidentiality of the clients' situation
- Able to communicate positively with seniors, consistently projecting an open, warm and caring posture
- Is friendly, patient, a great listener, and has a good sense of humor
- Demonstrates sensitivity and flexibility, and non-judgmental attitude
- Able to work with minimal supervision and exercise sound judgment and discretion when working with others

Other:

- Bilingual ability helpful but not required.

Volunteer Duties

Volunteer duties of the Phone-A-Friend program include:

- Complete volunteer training program
- Call assigned senior(s) on agreed upon schedule
- During call, provide social support and wellness check
- Report changes or concerns to the Program Volunteer Coordinator promptly, including immediate notification to Program Volunteer Coordinator or senior's designated emergency contact if senior does not respond to scheduled phone call
- Maintain client confidentiality by not discussing personal details of calls with others except with relevant Catholic Charities staff or with written consent of senior
- Provide reports on a monthly basis as required by program
- Attend volunteer meetings and trainings as required by program