



## Irvine Older Adult Services Volunteer Assignment Description

**Job Assignment:** Care Call Program

### **Program Description:**

- Become a volunteer making Care Calls and work in partnership with others to support Irvine's more isolated older adults. Through compassionate outreach and regular phone calls, volunteers will help foster connection, reduce loneliness, and ensure older adults feel valued and supported.

### **Duties:**

- Make regular phone calls to assigned older adults to offer check-ins and support as needed.
- Engage in friendly, meaningful conversations to help reduce feelings of loneliness and isolation.
- Offer a listening ear and validate the experiences and emotions of older adults with empathy and compassion.
- Monitor the general well-being of participants by noting any changes in mood or behavior during calls.
- Report concerns or needs to the Staff Program Lead for follow-up.

**Hours:** Varies depending on participant's needs and the availability of both the Care Call volunteer and participant.

### **Skills, Abilities and Knowledge:**

- Good communication skills
- Maintain confidentiality about Care Call participants at all times
- Maintain record of contact, email notes to Staff Program Lead at the end of the month

**Requirements:**

- Age 21 or over
- Desire to assist older adults
- Ability to take a caring, non-judgmental approach to situations
- Report to Staff Program Lead on a regular basis
- Maintain contact with your participants (Schedule to be determined)
- Check on participants well-being and provide check ins through phone conversations.
  - Each phone calls will last about 15-20 minutes

**Training:**

As a volunteer you will receive 2-hours of initial education on:

Building Rapport  
Telephone skills  
Sensitivity to the older adult community  
Outreach and Community Resources  
How to report concerning events

Additional ongoing support is provided.

**Benefits:**

- A great opportunity to give back to your community and provide support to older adults
- Complete a minimum of 20 hours per year of volunteer service, and you will receive an invitation to the Irvine Adult Services Volunteer Recognition Event
- Calls to participants can be made from any of our centers in a comfortable and welcoming environment