



VOLUNTEER SERVICE DESCRIPTION

TELE CARE Caller

Position Description & Competency

Objective:	To positively impact the daily life of a community member who is disabled or lives alone by initiating contact and assuring safety.
Hours/Shifts:	Monday – Friday: 7:00am-10:00am, Weekend: 10:00am-1:00pm
Location:	Esplanade Campus (Hospital) – Main Lobby 1531 Esplanade, Chico
Responsible to:	Director of Volunteer Services
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Personable, friendly customer–service attitude. • Warm telephone voice, courteous telephone manners • Ability to stay calm when dealing with upset or in danger community members • Attention to detail • Ability to accept and follow directions. • Ability to keep proper records.
Training:	<ul style="list-style-type: none"> • Must attend hospital orientation presented by the Volunteer Services Department. • Participate in position specific on-the-job training. • Attend a minimum of one ongoing training/update meetings for this placement. • Attend Planetree Retreat offered by EMC (suggested)
Competencies:	<ul style="list-style-type: none"> • Responsive to needs of TELE CARE members • Exhibits volunteer professionalism
Summary:	The TELE CARE Caller position provides two primary functions: 1) To provide community members with reassurance and 2) To take appropriate actions in assuring their safety and well-being.

Volunteers May Not:

- Be involved in direct patient care – e.g., taking vital signs, assisting patient to restroom, holding babies, etc.
- Feed patients.
- Transfer patients.
- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; volunteers may complement/assist, but not supplant the duties of a paid worker