



OUTREACH VOLUNTEER OPPORTUNITY

Goal

To support Manitobans in living independently for as long as possible. The Outreach Volunteer will work directly with Manitobans and their caregivers to explain the Lifeline service.

Reporting To: Education Facilitator

Description: Victoria Lifeline is looking for compassionate people who care about their community. The ideal candidate will be empathetic, approachable and reliable. He or she will also be adaptable, able to complete needs assessment's and have an interest in learning new things.

Volunteers will work as part of a team and will be committed to maintaining strict privacy standards.

Victoria Lifeline encourages people from all backgrounds and age groups to apply. This position provides valuable experience to students who are interested in pursuing careers in healthcare, social work, business administration, and non-profit management or the opportunity to use skills honed over decades.

Commitment: Hours may be scheduled at a mutually agreeable time during regular business hours, Monday through Friday 8:30am – 5:00pm.

Volunteers are asked for a 3 month commitment. Commitments may be renewed or extended where mutually agreeable.

Activities & Tasks

- Assist Victoria Lifeline to build public awareness of personal emergency response services by visiting prospective clients in their homes or in the hospital to explain the Lifeline service.
- Attend special events on behalf of Victoria Lifeline to engage attendees and hand out information about the Lifeline service.
- Make presentations to small groups on topics related to living independently.
- Make follow up calls with new clients to assess satisfaction with the service and provide education support by phone.

Competencies, Skills and Experience

- Comfortable speaking in public.
- Demonstrated interpersonal and communication skills. Customer service experience would be an asset.
- Experience speaking with small and large groups. Ability to communicate in plain language would be an asset.
- English fluency is required. Fluency in additional languages would be an asset.
- Volunteers require a valid driver's license and access to a personal vehicle.

Work Conditions

Victoria Lifeline values integrity, transparency, empathy, and innovation. We strive to build a positive team spirit and pursue continuous improvement. Dedicated volunteers of all ages and backgrounds are welcome in our workplace.

Our office dress code is business casual with a clean and neat appearance. Our attitudes are friendly and respectful.

Orientation & Training

Upon a successful interview and offer of placement volunteers will complete a registration process that includes background screening, orientation and training. Ongoing training and support is provided for all volunteers as required. Regular evaluations and opportunities for feedback are part of our volunteer program.

Benefits

- Develop competencies in customer service, plain language communication, adaptability, and public relations.
- Build personal community awareness and knowledge while supporting folks wanting to live independently.
- Contribute to improved patient care at the Victoria General Hospital
- Be part of a vibrant and caring team.
- Travel expenses paid.

About Victoria Lifeline

Victoria Lifeline is Manitoba's leading medical alarm service, providing peace of mind and security by connecting people to assistance 24 hours a day at the touch of a button. A program of the Victoria General Hospital Foundation, Lifeline assists over 6,000 individuals and their families by providing a personal, quality service through a network of caring staff and volunteers.

For more information visit www.victorialifeline.ca