

# *Soci t  Alzheimer Society*

BRANT, HALDIMAND NORFOLK,  
HAMILTON HALTON

## **Respite Survey Volunteer Position Description**

### **Objective:**

To phone and complete a caregiver strain screening tool with clients participating in ASBHNHH's respite services.

### **Responsibilities & Tasks:**

1. Under the direction of the Team Lead of First Contact and Respite, the volunteer will make phone calls to clients participating in ASBHNHH's respite services.
2. During these phone calls, the volunteer will complete the Modified Caregiver Strain Index, which is a validated 13-question tool.
3. The volunteer will describe the purpose of the call and clearly identify themselves as a representative of the Alzheimer Society.
4. The volunteer will document the conversation in the Alayacare database and update any tracking excel sheets.
5. The volunteer will notify the Team Lead of First Contact and Respite of any clients that need support or communicate risks.

### **Qualities and Skills:**

- Enjoy interacting with people and feels comfortable in reaching out to others.
- Experience working with older adults, ideally with those living with dementia and/or caring for a person with dementia.
- Ability to maintain confidentiality.
- Excellent communication skills, ability to 'listen' and be supportive
- Punctual, dependable, diplomatic, and empathetic
- Skills in using computers, Excel, and client database systems (or willing to learn)
- Available to complete phone calls in-office during office hours.

### **Training:**

- Volunteer orientation
- AODA certificate of training
- Alzheimer Society BHNHH orientation
- Alayacare training

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## **Benefits:**

- Develop new skills
- Meet new people
- Give back to your community
- Create meaningful connections
- Gain knowledge about dementia

## **Boundaries:**

- Volunteers will not provide advice, information, or recommendations on medical treatments or decisions.
- Volunteers will not influence the client with his or her own personal views, beliefs, or values.
- Volunteers will not solve problems that are occurring.
- Volunteers will not share any personal contact information with clients.
- Volunteers will limit the sharing of personal information with clients.
- Volunteers may share their experience with dementia or general personal information such as how their day has gone.
- Volunteers will not breach confidentiality by sharing any client information discussed with someone other than the Alzheimer Society staff when necessary.

## **Commitment:**

- Approximately 500 phone calls per year.

## **Preliminary Screening:**

- Application
- Two references
- Police record check/vulnerable sector
- Confidentiality agreement
- Conflict of interest agreement

## **Supervision and Ongoing Screening:**

- This position reports to and is directed by Volunteer Services and the Team Lead of First Contact and Respite.

## **How to apply:**

Interested candidates are asked to submit your resume to [volunteers@alzda.ca](mailto:volunteers@alzda.ca) We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA and encourage applications from people with disabilities.

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Accommodations are available on request for candidates taking part in all aspects of the selection process.

**We thank all applicants for their interest however, only those selected for an interview will be contacted.**