

**Tri-County Office on Aging
Job Description**

Position: Friendly Reassurance Caller

Date: December 2020

General Responsibilities: Calls a list of Tri-County Office on Aging (TCOA) clients on a regular basis for a friendly chat to reduce isolation.

Essential Job Functions: (Reasonable accommodations will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

1. Calls a list of clients provided by TCOA for a friendly chat to reduce isolation. Duties include, but are not limited to, maintaining regular contact (generally one call per week) with each client on the list, maintaining an open line of communication with Friendly Reassurance Coordinator, and contacting Friendly Reassurance Coordinator promptly if client indicates a need or problem.
2. Examples of job functions listed do not include all tasks which may be found in this position. Duties and responsibilities may be added, deleted or modified at any time.

Knowledge, Skills & Abilities:

1. Commitment to the organization's missions and goals.
2. Ability to maintain confidential information regarding all aspects of client, volunteer, employee and agency information.
3. Ability to work independently or as part of a team.
4. Ability to communicate effectively and establish good relationships with staff, clients, volunteers and vendors.
5. Ability to represent the Agency in a professional manner.
6. Must be able to adjust priorities to meet deadlines in a timely manner.
7. Ability to meet department standards with regard to job knowledge, client focus, initiative, productivity, communication, teamwork and attendance.

Working Conditions:

- This position can be done from the volunteer's own home.
- Volunteer uses their own phone and computer (if needed.)
- Mental requirements include the ability to handle varying levels of stress.

Health Insurance Portability and Accountability Act (HIPAA)

All employees/volunteers who have access to protected health information or personally identifiable information, are required by the HIPAA Privacy & Security Rule to receive training to ensure an understanding and knowledge of the Privacy & Security Rule that corresponds to their duties. Training on the requirements of the HIPAA Privacy & Security Rule and the policies and procedures is a prerequisite for this position. Employees/volunteers who violate the requirements of the HIPAA Privacy & Security Rule will be subject to discipline up to and including termination of employment or volunteer duties.

Reports to: Friendly Reassurance Coordinator

Work Location: Volunteer's own home

Base work schedule: TDB by volunteer.

Volunteer Signature

Date

Tri-County Office on Aging is an Equal Opportunity Employer