

Aging True
Call Down Volunteer
Volunteer Position Description

Position: Call Down Volunteer
Supervisor: Volunteer Manager
Department: Volunteer Department
Employment Status: Volunteer

Summary:

Throughout the year, Aging True requires volunteer assistance in contacting our client base at one time for special occasions. These call down periods would include Thanksgiving, Christmas, and in case of disaster/inclement weather. Volunteers in the call down position would reach out to a list of clients and make notes for Aging True staff, allowing our staff to effectively serve the client base.

Types of call down sessions:

1) Hurricane Preparedness Calls

The Hurricane Preparedness Volunteer Team will be responsible for contacting our clients before a storm to inquire about their plans (will they be evacuating, will they stay in place, etc.). The Team will also call after the storm to check in (are they safe, do they have damage, etc.)

2) Thanksgiving Calls

On Thanksgiving, we need an accurate number of meals needed for our meal delivery service. Two weeks before Thanksgiving, our Holiday Volunteer Call Team will call our clients to see if they will be in town and if they will need a meal on Thanksgiving Day. A follow-up call is made the week before Thanksgiving for an accurate count.

3) Christmas Calls

On Christmas Day, our meal delivery service is organized and produced by a local temple. We must provide them with an accurate number for this meal. Two weeks prior to Christmas, our Holiday Volunteer Call Team will call our clients to see if they will be in town and if they will need a meal on Christmas day. A follow-up call is made the week before Christmas for an accurate count.

Working Conditions/Physical Requirements:

- Volunteer will work a 2–4-hour shift during Aging True business hours of Monday – Friday, 8:30 am – 5 pm
- Must be able to remain in a stationary position, on the phone, during volunteer shift
- Constantly operates a phone and computer

