



Friendly Visitor - Volunteer Position Description

The Bellwoods volunteer will perform a variety of tasks to support the overall well-being of the clients that reside at Bellwoods. This position is essential in supporting the overall quality of life of clients and building a culture of inclusion and independence.

Volunteer Position

FRIENDLY VISITOR

Reports to

Client Engagement & Volunteer Coordinator

Purpose

- Provide individual interaction and support to clients through regular one-on-one visits (e.g. lounge, outdoor garden, library)
- Engage in mutually enjoyable leisure opportunities
- Help reduce social isolation by building consistent, positive relationships

Tasks and Responsibilities

- Visit assigned clients in their units or designated common areas within the site
- Establish relationships with clients by engaging in friendly conversations or light activities (e.g. cards, puzzles, reading)
- Offer a listening ear and supportive presence while respecting client boundaries

Time Commitment

- 30-60 minutes per visit
- Visits scheduled weekly or bi-weekly based on volunteer and client availability
- *schedule may vary/change upon client feedback and program requirements

Requirements

- Good communication and interpersonal skills
- Passion and ability to interact with various stakeholder groups
- Dependable and punctual
- Willing to take initiative and be self-directed

Training

- Complete initial orientation and policy sign-off
- Tour of the site & Introduction to team members and clients
- Training on specified equipment, as required
- Ongoing training, as required

Supervision

- Volunteer uses Volunteer Hours Log for every shift
- Report any concern and share feedback on ongoing basis to supervisor
- Client Engagement & Volunteer Coordinator establishes regular contact with volunteer and communicates any change in schedule with notice.
- Volunteer has opportunity to provide feedback on regular basis as well as via volunteer satisfaction survey and annual performance discussion

Benefits

- Build social network
- Gain knowledge and skills
- Build interpersonal relationships
- Contribute to individuals' quality of life