

Qualifications & Responsibilities for Kibitz Call Line Volunteers

Volunteer Qualifications:

- Identifies as Jewish
- Enjoys and values meaningful conversations
- Ability to speak cheerfully and positively about daily life and shared interests as well as encourage the participant
- Listens carefully and is able to draw out a shy or reluctant participant
- Communicates clearly, patiently and at times, slowly
- Uses a telephone comfortably for extended periods of time
- Conducts oneself in a professional, cooperative manner with participants and staff
- Maintains appropriate boundaries and avoids trying to solve problems or bringing up personal matters
- Has a computer to access documents and forms
- At least 18 years' old

Volunteer Responsibilities:

- Minimum commitment of 6 months
- Places assigned calls to the participant, treating them with kindness, consideration, and respect, at all times
- Manages personal calendar and keeps track of the correct date and time to call the participant
- Recognizes potential issues by listening carefully to complaints, reporting concerns to the Program Manager
- Complies with the Confidentiality and Boundary Agreement, maintaining the bond of trust with the participant
- Gives the Program Manager at least one week notice if unable to keep a commitment
- Uses The Call Hub (a system volunteers will use and receive more information on) to call the participant that automatically logs calls and time
- Places agreed upon minimum number of calls per week for a minimum of 15 minutes
- Keeps notes of previous calls to use to build a trusting friendship with the participant