



HOME SERVICE REPRESENTATIVE VOLUNTEER OPPORTUNITY

Goal

To support subscribers and prospective clients in living independently for as long as possible. The Home Service Representative (HSR) will work directly with subscribers and caregivers to install, support, and explain the Lifeline service.

Reporting To: Operations Coordinator, Home Services

Description: Victoria Lifeline is looking for passionate people who care about their community. The ideal candidate will be friendly and approachable. He or she will also be comfortable with older adults and have an interest in learning new things.

Volunteers will join a caring and supportive network of people that support folks with health conditions to live independently. During scheduled visits, volunteers will explain the Lifeline service to clients and caregivers while setting up or servicing the equipment. Our volunteer network meets as a group 3 times a year for training and information sharing. We also get together socially for recognition events and. We're committed to maintaining strict privacy standards and providing excellent service.

Victoria Lifeline encourages people from all backgrounds and age groups to apply. This position provides valuable experience to students who are interested in pursuing careers in healthcare, social work, business administration, and non-profit management or the opportunity to use skills honed over decades.

Commitment: Shifts may be scheduled at a mutually agreeable time during regular business hours, Monday through Friday 8:30am – 5:00pm.

Volunteers are asked for a 6 month commitment of one shift per week. Commitments may be renewed or extended where mutually agreeable.

Activities & Tasks

- Collect and return client packages each shift.
- Install and service Lifeline equipment.
- Teach clients and caregivers how to use the service



- Verify and complete client records and service agreements.
- Provide feedback on appointments and follow organizational policies.
- Other duties as reasonably assigned and mutually agreeable.

Skills and Experience

- Personal qualities should include empathy, flexibility, and an interest in ongoing learning.
- Demonstrated organizational talent and ability to prioritize tasks.
- Demonstrated interpersonal and communication skills. English is required, but additional languages would be an asset.
- Ability to work both independently and with a team.
- Access to a personal vehicle and proof of a valid Driver's License are required.

Work Conditions

Victoria Lifeline values integrity, transparency, empathy, and innovation. We strive to build a positive team spirit and pursue continuous improvement. Dedicated volunteers of all ages and backgrounds are welcome in our workplace.

Our office dress code is business casual with a clean and neat appearance. Our attitudes are friendly and respectful.

Orientation & Training

Upon a successful interview and offer of placement, volunteers will complete a registration process that includes background screening, orientation and training. The process can take 4 – 6 weeks. Once completed ongoing training and support is provided as required. Regular evaluations and opportunities for feedback are part of our volunteer program.

Benefits

- Meet interesting new people every week. Build community and support people who want to live independently.
- Contribute to improved patient care at the Victoria General Hospital.
- Be part of a vibrant and caring team.
- Expenses, including mileage, are reimbursed.

About Victoria Lifeline

Victoria Lifeline is Manitoba's leading medical alarm service, providing peace of mind and security by connecting people to assistance 24 hours a day at the touch of a button. A program of the Victoria General Hospital Foundation, Lifeline assists over 6,000 individuals and their families by providing a personal, quality service through a network of caring staff and volunteers.