



Helping people move beyond  
the limitations of poverty,  
inequity and social isolation.

Moving Lives Forward.

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## Metropolitan Family Service Volunteer Description

**Program:** Project Linkage  
**Position:** Telephone Reassurance

**Program Description:** Project Linkage helps older adults and people with disabilities remain independent in their own homes by linking them with volunteers who provide in-home support and transportation services. Project Linkage has served older adults and people with disabilities in the community since 1978.

**Position Description:** Project Linkage Community Visitor volunteers make a difference in the life of someone who is isolated and lacks a local network of support. Volunteers make regular phone calls to help clients feel safe, secure and connected within the community.

**Time Commitment:** Volunteers may be asked to call their service recipient once per day, Monday through Friday, for a quick (5 minute) check in, or several times a week for longer conversations, depending on the needs of the client. Calls are usually made at the same time each day and can be made from the home or office. Because the relationship that is created is an important form of support for clients, it is requested that volunteers commit to one year of service.

**Responsibilities:** Prior to the start of service, recipients designate what kind of over-the-phone support they need from a volunteer, such as a wellness check-in, a daily medication reminder, or friendly companionship. Clients will specify how often they would like to receive calls from a volunteer. Volunteers agree to carry out emergency procedures if their assigned client cannot be reached. Emergency procedures may include contacting designated friends or relatives of the client, Project Linkage staff, Multnomah County Gatekeeper Program, a residence manager or police.

**Qualifications:** Volunteers are friendly, patient, great listeners, and have a good sense of humor. Volunteers must also have a clear sense of boundaries in working with clients. Regular access to, and ability to use, a telephone is required. All volunteers must agree to abide by program procedures - including emergency response procedures - if a client cannot be reached. Volunteers must be at least 18 years of age and successfully complete a criminal background check and program application.

**Supervision & Training:** A three-hour Pre-Service Orientation must be completed prior to beginning service. Additional training opportunities are offered throughout the year. The client and volunteer are contacted during the first month of service to ensure that the match is going well and quarterly thereafter. Individual volunteer support and consultation will also be provided by staff members during the course of service.

**For more information:** Contact Metropolitan Family Service at 503.232.0007, ext.211