

1235 S. Redondo Center Dr.
Yuma, AZ 85365-2039
928-782-1886
928-329-4248 FAX
1-800-782-1886
www.WACOG.com



208 North 4th Street
Kingman, AZ 86401
928-753-6247
928-753-7038 FAX

Job Title: RSVP Friendly Visitor
Department: Area Agency on Aging
Reports to: Program Assistant II/ NAU Coordinator
Prepared by/Date: Program Assistant II /July 11, 2019
Approved by/Date: AAA Director

Summary:

The RSVP Friendly Visitor Program is designated to specific locations serving primarily WACOG’s Area Agency on Aging clients. The role of this position is to provide companionship to adults, primarily older adults, who have one or more physical, emotional, or mental health limitations and are in need of assistance to maintain their dignity and independence.

Essential Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below.

1. Assist with activities of daily living which may include; shopping, food preparation, Assist with eating, assist with putting on outerwear, running errands, minor repairs, light gardening, light housekeeping, paying bills, etc.
2. Comply with all pertinent policies and procedures set forth by the WACOG Area Agency on Aging.
3. Maintain the confidentiality of participants, their records and personal information.
4. Volunteers helping with respite care may help care for clients while main caregivers leave or rest.
5. Volunteers performing companionship/outreach may do the following with their clients: general conversation, playing cards, or other types of games, watching television or listening to the radio, providing grief support, helping with recreational activities, accompanying to health care appointments, accompanying to a senior center, etc.

Qualifications:

To perform this job, an individual must be personable and able to work well with others and have the ability to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, demands and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Education and/or experience requirements:

1. Ability to provide empathy and support to the vulnerable adult clients we serve.
2. Experience working with low-income individuals is desirable.

Reasoning ability:

1. Ability to make observations and report concerns to appropriate staff.
2. Ability to interpret a wide variety of instructions.
3. Ability to handle all situations with tact and remain impartial.

Required Skills, Abilities, and Knowledge:

1. Ability to maintain effective relationships with people of diverse social, cultural and educational backgrounds.
2. Demonstrate patience empathy and understanding of the challenges clients' face in their daily lives.
3. Ability to maintain appropriate boundaries with strict adherence to client's rights.
4. Bilingual a plus.
5. Ability to communicate effectively, particularly with income challenged populations.
6. Knowledge of or ability to learn the regulations, procedures and services of the WACOG Area Agency on Aging.
7. Interest in and commitment to serving the vulnerable adult population.

Physical Demands:

The duties of this position require frequent sitting, standing, bending and reaching. May require some lifting or moving objects of up to 25 pounds. Requires normal range of hearing and vision.

Work Environment:

While performing the duties of this volunteer position, the volunteer works in a client's residence that may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals. Some local travel may be required.

Other Qualifications:

1. CPR and First Aid Certifications (if applicable for placement)
2. Valid Arizona Driver License or Government issued ID
3. Proof of Vehicle Insurance
4. Level One Fingerprint Clearance
5. Criminal Affidavit
6. Must be at least 55 years old per NAU Senior Companion Volunteer Program.
7. Must pass a Request for Search of Central Registry for Background Check

Signature: _____

Date: _____

Name: _____

With my signature, I acknowledge reading the RSVP Friendly Visitor volunteer description and understand the essential duties and responsibilities of this position.