



**VICTORIA LIFELINE**  
Safe and independent living.

## Job description

### Volunteer Home Services Representative - STEINBACH

#### Description:

Victoria Lifeline is looking for passionate people who care about their community. The ideal volunteer will be friendly and approachable. They 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. We're committed to maintaining strict privacy standards and providing excellent service. Victoria Lifeline encourages people from all backgrounds and age groups to apply.

#### Roles and Responsibilities:

- Support & teach clients and caregivers how to use the service.
- Install and service Lifeline equipment.
- Collect and return client packages each shift.
- Verify and complete client records and service agreements.
- Provide feedback on appointments and follow organizational policies.
- Assist with other Victoria Lifeline duties as required.

#### Why Volunteer?

- Lifeline is a Not-for-Profit service dedicated to keeping people living safe and independently.
- 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.
- Skills gained applicable to careers in communications, health care, education, social services and related fields.

**Knowledge and Skills:**

- Personal qualities should include empathy, flexibility, and an interest in ongoing learning.
- Ability to foster positive relationships with staff, caregivers, subscribers, and other key stakeholders.
- Ability to organize and prioritize.
- Ability to take initiative and work independently with minimal supervision.
- Access to a personal vehicle and proof of a valid Driver's License are required.
- English is required, additional languages are an asset.
- Criminal record and vulnerable sector check required for all applicants
- Valid Drivers License and access to personal vehicle is required.

Please contact our volunteer coordinator at [info@victorialifeline.ca](mailto:info@victorialifeline.ca) if you have any questions or would like more information.