

## IAH AT HOME VOLUNTEER TASK DESCRIPTIONS

### Transportation Volunteer

#### **Job Purpose and Objectives:**

A Transportation Volunteer will provide rides to and/or from an appointment, an event or other destination needed by an IAH member. The purpose is to get the member to his or her destination in a safe, comfortable and timely manner. Such assistance is intended to prevent additional stress for a member who is not able to drive in such circumstances.

A Transportation Volunteer will need to have a valid driver's license and proof of automobile liability insurance. The vehicle to be used needs to be in good working order and should be of sufficient size to ensure a comfortable trip for the passenger.

A Transportation Volunteer will be responsible for gas for the drive. Parking fees should be paid by the member.

In some situations, the transportation volunteer may actually be taking a member to do errands, such as grocery shopping. It may be appropriate for the volunteer to accompany the member into the store to help with the shopping, etc.

#### **Time Commitment:**

Most requests for transportation should be able to be accomplished in two hours. It is anticipated that exceptions to this will be known before the volunteer accepts the transportation assignment.

### Friendly Visitor Volunteer

#### **Job Purpose and Objectives:**

A Friendly Visitor will provide special attention for neighbors, primarily for those IAH members who live alone. Visits include daily check-in's by phone, text, or e-mail to ensure that all is well at the beginning of a new day; reassurance visits to provide some companionship for a short chat, to play a game, to read aloud to a member or accompany him or her on a walk; and, accompanying a member to an IAH social or educational activity. A visit might also involve taking a meal to a member. The purpose of these visits is to make certain the member is safe and well and that he or she is not spending too much time alone and isolated. Such assistance is intended to prevent additional stress for a member who lives alone and possibly has concerns about some circumstances in his or her life.

A Friendly Visitor should be people-oriented and have the patience and willingness to listen to the member. The visitor may suggest activities the member would enjoy that could be shared in the member's home or when appropriate, even involve an outing.

A Visitor will be an important connection between a member and IAH and/or the member's family and friends. The visitor should report any irregularities to the Administrative Manager.

**Time Commitment:**

Most requests for friendly visits should involve no more than two hours of time once a week. The daily check-in's will involve ten to fifteen minutes on each assigned day. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

**Household Chores Volunteer**

**Job Purpose and Objectives:**

A Household Chores Volunteer will provide practical in-home help for members who need assistance with accomplishing routine needs. Examples of such chores include changing light bulbs or smoke alarm batteries, taking out trash and recycling, putting things in storage, helping with laundry, changing linens, etc. Other Volunteers might help with tasks that need some handyman skills and strength, such as moving furniture, hanging pictures, fixing a broken latch on a gate, etc. Still others might assist with light yard work, such as raking leaves, watering plants, sweeping a patio, etc.

Another category of Household Chores includes running routine errands for a member when the member is not able to take care of these needs. Such errands include picking up a prescription, mailing a package or letter, grocery shopping, going to the dry cleaners, etc.

Another category includes emergency pet assistance, including caring for a pet for a few hours until other arrangements can be made, taking the animal to the vet or groomer.

Having a volunteer be available to do any of these regular chores will enable the member to continue to live in his or her home without worries about housekeeping needs. This type of assistance is a real priority for an effective I'On At Home organization.

A Household Chores volunteer should be people-oriented and have the patience and willingness to listen and understand exactly what the member is asking to be done. When the chore is completed, the Volunteer should make certain the member is satisfied. The Volunteer should be comfortable with managing routine tasks. If any materials or parts are needed such as picture hangers, the member is responsible for providing these items.

**Time Commitment:**

Most requests for household chores assistance should involve no more than two hours of time. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

## **Technology Volunteer**

### **Job Purpose and Objectives:**

A Technology Volunteer will assist I'On At Home members with basic needs related to cell phones, tablets, computers and televisions. This assistance will be basic in nature and would include helping program a new cell phone, giving instructions on using a tablet or a feature of a computer, helping to set up and program a new television, etc. The Volunteers will not be professionals, only volunteers well experienced in managing consumer technology devices.

A Technology Volunteer will be able to provide back-up instructions on the use of new devices, after a device has been purchase, and will be able to help a member more than once if comprehending what using a new device entails. A Volunteer may not be able to trouble-shoot a situation when something is not working, but depending on the issue, there may be a Volunteer who could try to manage this. A Volunteer may also be able to offer advice about purchases.

In this electronic age, it is important to have anyone who wishes to use a cell phone or a computer or even a new TV understand how it should be operated and maintained. Electronics can be a source of much frustration, and the intention is for Technology Volunteers to help a member avoid that circumstance.

A Technology Volunteer should be people-oriented and have the patience and willingness to listen and understand exactly what the member is having trouble with in using a device. When the task is completed, the Volunteer should make certain the member is satisfied. The Volunteer should be comfortable with managing routine technology tasks. If any materials or parts are needed, the member is responsible for providing these items.

### **Time Commitment:**

Most requests for technology assistance should involve no more than two hours of time. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.