



AGEWISE CONNECTION

Volunteer Position Description

Title: Information and Referral Assistant Volunteer

Description

Assist Agewise Connection at the Atlanta Regional Commission, Area Agency on Aging by assisting information counselors with follow up calls to clients and by answering calls and taking messages.

Responsibilities

- Answer Agewise Connection phone line and take messages
- Take Community Care Services program referrals from professionals
- Follow up with callers on referrals given to them by I & R counselors
- Attend information fairs to represent Agewise Connection and the Community Care Services Program
- Compile and mail out information requested by clients
- Maintain strict confidentiality standards

Qualifications

- Excellent customer service and communication skills required
- Serious interest in learning the role of an I & R counselor
- Comfort level and proficiency in communicating with all callers to Agewise Connection including seniors, persons with disabilities, caregivers and professionals
- Ability to relate well to diverse populations
- Computer literacy
- Basic office skills; ability to use copy and fax machines
- Must sign confidentiality agreement & pass background check

Training

On the job training will be conducted by the Area Agency on Aging and Agewise Connection staff.

Time Commitment

A minimum of four hours a week is preferred. Approximate hours are 10-2; days are flexible Monday through Friday. Occasional weekend opportunities outside of office.

Location

Atlanta Regional Commission, 40 Courtland St., NE, Atlanta, GA 30303.
Parking reimbursement available.

Reports To

Agewise Connection Supervisor