

# Telephone Outreach Program Orientation



# Welcome to the Telephone Outreach Program

Thank you for volunteering with the Jewish Federation of Greater Raleigh. Our dedicated volunteers play a crucial role in our organization, and your commitment is truly appreciated.

By choosing to volunteer in this capacity, you generously contribute the invaluable gift of your time and effort. The impact extends beyond the individual, positively influencing the organization and our community as a whole.

Thank you!

# What is the Telephone Outreach Program?

Developed during pandemic, the Telephone Outreach Program has proven to be a vital resource for our older adult community.

Telephone Outreach volunteers will stay connected and 'check in' with community members to see if they have any needs.

- ▶ To ensure the safety of our clients.
- ▶ Provide resources and contact information.

Especially now, it is so important to continue reaching out and 'checking in' on our more vulnerable community!

# What is the Telephone Outreach Program?

Volunteers are pivotal in the process of communicating regularly with isolated individuals in our area.

When a volunteer conducts a regular phone call with a community member, the details will be submitted to the Volunteer Engagement Manager through the Volunteer Connect Portal using the online Timesheet Submission Form.

If needed, the Volunteer Engagement Manager will communicate with a JFS Social Worker the needs of the client.

These needs can range from Food or Financial Assistance, Therapy, or other resources.

# Best Practices:

To ensure the safety and privacy of our clients and volunteers:

- ▶ **Confidentiality:** Confidentiality is a must! Details about your calls or visits should not be used as conversation with others.
- ▶ Make calls in a private location
- ▶ Schedule calls with your client(s) the same time each week.
  - ▶ Consistency is especially important for isolated individuals.
- ▶ Familiarize yourself with the services JFS provides by visiting the JFS website- <https://www.raleighcaryjfs.org/>

# Best Practices:

As a Telephone Outreach Volunteer, you may be presented with uncomfortable situations. When dealing with uncomfortable situations, it is still important to **respond with empathy, but set clear boundaries.**

## ▶ Empathize and redirect the conversation:

- ▶ I'm hearing that you are having a tough time right now. Would it be OK with you if I had a JFS Social Worker give you a call?
- ▶ It seems like you've got a lot going on right now. Would it be OK with you if I asked one of the JFS Social Workers to get in touch with you?

## ▶ If you have trouble redirecting the conversation and begin to feel uncomfortable, **set a clear boundary:**

- ▶ Sir/Mam, I would really like to help but I am a volunteer and cannot help with this specific matter. May I connect you with someone at JFS who can?
- ▶ Sir/Mam, I am going to have to let you go right now. I can contact JFS and have someone contact you if you'd like. Otherwise, I do need to end this call.

# JFS Services:

## ▶ **What services JFS Provides:**

- ▶ Clinical Services: Therapy, Case Management & Counseling
- ▶ Assistance Programs: Emergency Financial Assistance, Food Assistance (Food Pantry, Mitzvah Meals)
- ▶ JFSGo Transportation: For eligible seniors to get to medical appointments, grocery shopping, Jewish Community and religious events.

JFS does NOT provide crisis management services.

# Dealing with Concerns, Crisis and Emergencies:

- ▶ If you have **concerns** about the person you called, contact the Volunteer Engagement Manager or Jewish Family Services ASAP
  - ▶ [Tracy Jacobsen](#), 919-585-1499
  - ▶ Jewish Family Services 919-676-6170
- ▶ If there is an immediate safety concern or emergency:
  - ▶ **CALL 911** or direct the client to do so if possible
  - ▶ Notify the Volunteer Engagement Manager or JFS immediately so we can proceed with necessary steps.

**REMEMBER**, you are calling as a volunteer, not as a professional. Volunteers should not offer legal or medical advice. Volunteers must communicate with the Volunteer Engagement Manager or a JFS staff representative regarding any concerns about the client.



# What's Next?

- ▶ Volunteers will be assigned no more than five (5) Telephone Outreach clients.
- ▶ Client information will be shared via email from the Volunteer Engagement Manager.
- ▶ Volunteer phone numbers will not be shared with any clients.
  - ▶ Please do not share your phone number with clients.
- ▶ Use the \*67 call blocking feature before you make your call.
  - ▶ Clients will receive notification of upcoming call, indicating that it will display as an "unidentified" or "unknown" caller ID.
- ▶ Volunteers are to access the Telephone Outreach Calling Script located on the VIP Hub website before calling clients.
- ▶ Submit your volunteer time and any notes in your Volunteer Connect Portal [HERE](#).



**Contact:**  
**Tracy Jacobsen**  
**Volunteer Engagement Manager**  
**[Tracy.Jacobsen@ShalomRaleigh.org](mailto:Tracy.Jacobsen@ShalomRaleigh.org)**  
**919-585-1499**

**Thank you!**