



Telecare

Position Overview

Telecare is a service provided at no charge to people in the Winona community who live alone and would feel reassured by a daily telephone call. Volunteers call each client to make sure they are doing well and do not need any medical assistance. If a client does not answer the phone, volunteers reach out to the client's emergency contact and call the appropriate authorities to do a welfare check.

Why is this area important?

Telecare volunteers provide a service that helps people live independently at home. Knowing that someone is checking on them provides reassurance to clients and their family members.

Volunteer Shifts: Every day, 8 – 10 a.m.

Minimum Requirements

Volunteers are required to adhere to the standard Winona Health Volunteer qualifications, as well as exemplify the Winona Health, Mission, Vision, Values, and Behavioral Standards. Volunteers must be comfortable complying with facility and department policies and procedures, and all federal, state, and local laws.

Additional Qualifications

- Excellent communication and listening skills
- Ability to make small talk
- Comfortable communicating on the telephone
- Friendly, people person
- Organized
- Attention to detail
- Able to work in a changing work environment
- Demonstrate service excellence

Thank you for considering this volunteer opportunity. If you are interested in becoming a Winona Health Volunteer, please complete an application online at winonahealth.org/volunteer or call the Volunteer Office at 507.474.3328.



www.winonahealthfoundation.org/volunteer 507.474.3328