



# JFS Client Tech Support Outreach Process & Guidelines



VIP Volunteers are pivotal in the process of supporting our isolated community through the Client Tech Support Outreach Program, helping them navigate available online services and to communicate with family and friends through their devices. Below, you will find relevant information about this program and your role as a VIP Client Tech Support Outreach Program Volunteer.

## **Purpose of the VIP Client Tech Support Outreach Program:**

VIP Volunteers will provide client tech support via in-person visits, phone call, or video platform (if able) to area members with the following issues:

- ✓ Basic functions of their devices (Power, charging, WIFI, etc.)
- ✓ Smart Phones
- ✓ Tablets
- ✓ Personal Computers (PC's)
- ✓ Use of Social Media
- ✓ Facebook and Facebook Messenger
- ✓ Zoom and other Video Platforms (both live stream and pre-recorded)
- ✓ Navigating grocery store websites
- ✓ Order and delivery accounts/process

## **VIP Client Tech Support Volunteer Instructions:**

- ✓ Please have your formal Client Information email available before making your call. You will have received this at the time of your client assignment from the Volunteer Engagement Manager (VEM). Email the VEM to request again if needed.
- ✓ Please have a notepad available to take notes during your call.
- ✓ If you have any questions or concerns, contact the VEM at 919-585-1499 or email [Tracy.Jacobsen@ShalomRaleigh.org](mailto:Tracy.Jacobsen@ShalomRaleigh.org)

## **Guidelines: To ensure the safety and privacy of our clients and volunteers:**

- ✓ Make calls in a private location.
- ✓ You are calling as a VIP Client Tech Support Outreach volunteer, not calling to provide a professional resource like therapy, medical, or legal advice.



## JFS Client Tech Support Outreach Process & Guidelines

- ✓ Familiarize yourself with the 'how to's' of redirecting the client should they begin to divulge information meant for a social worker.

**Client confidentiality is a requirement when volunteering with the Federation. Only share client information with the VEM or a JFS Social Worker.**

**This also provides a sense of security for the client as they understand that their information will not be shared outside of the Jewish Federation of Greater Raleigh.**

**Those you call/visit may be extremely isolated, and you may find that some uncomfortable topics may come up, or issues that are beyond your expertise. If this happens, here are a few tips to keep you on track:**

- ✓ Remember, you are **NOT** their counselor, lawyer, or therapist. You are calling community members as a volunteer.
- ✓ If the community member begins an in depth conversation about their situation, you can respond with:
  - 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 our JFS Social Workers to get in touch with you?
- ✓ If you have trouble redirecting the conversation and begin to feel uncomfortable, you can respond with:
  - 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 does NOT provide: Emergency Services**

**JFS Provides the following services:**

- ✓ Sliding-Scale Clinical Counseling and Case Management Services
- ✓ Financial, Housing, and Food Assistance
- ✓ Volunteer Services
- ✓ Subsidized Transportation ([JFSGo](#))
- ✓ Community Programming
- ✓ Resources and referrals for other services



# JFS Client Tech Support Outreach Process & Guidelines

## RED FLAGS (Please reference the Red Flags Handout on the VIP HUB webpage.)

- ✓ If you feel at any time concerned about the client you are calling, contact the VEM ASAP.
- ✓ If there is an immediate safety concern or emergency, **CALL 911**, direct the client to do the same if possible, and follow up ASAP with the VEM.
- ✓ VEM: Phone 919-585-1499 Email [Tracy.Jacobsen@ShalomRaleigh.org](mailto:Tracy.Jacobsen@ShalomRaleigh.org)

### Online Timesheet Submission:

- ✓ Access the online Volunteer Connect Portal [HERE](#).
  - Enter the date, time, and volunteer activity.
    - Enter client initials and any notes relevant to the call/visit:
  - If you have any concerns, click 'Yes' in the drop down menu located under "Is follow up needed from a social worker or the volunteer coordinator?"
    - This is VERY important so the VEM can forward any notes to the relevant JFS Social Worker who can help community members.

For more information about Jewish Family Services and the services it provides, click [HERE](#).