Thank you for stepping up in support of our local Jewish community during this time! The contribution of your time and talent is very much appreciated by JFS staff and our clients! JFS Volunteers are pivotal in the process of supporting our isolated community through the Tech Support Outreach Program, helping them navigate available online services and to communicate with family and friends through their devices.

**Purpose of the JFS Tech Support Outreach Program:**

JFS Volunteers will provide tech support via 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

**Virtual Volunteer Instructions:**

* Before making each call, please access our secure online [Volunteer Resources Page Volunteer Contact Notes form](https://www.raleighcaryjfs.org/volunteer-notes).
	+ Here you are able to enter your information, client information, type of contact, and other necessary information.
	+ Once you submit the form, the Volunteer Coordinator will receive this and move forward as needed.
* Please have a notepad available to take notes during your call
* If you have any questions or concerns, contact Tracy Jacobsen, JFS Volunteer Coordinator at tracy.bennett@shalomraleigh.org or 919-676-2200 x124.

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

* Make calls in a private location
* You are calling as a Tech Support Outreach volunteer, not calling to provide a professional resource like therapy, medical, or legal advice.
* 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 JFS. Only share client information with the Volunteer Coordinator or another JFS Staff Member.**

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

**Those you call 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, Therapy, and Case Management Services
* Financial and Food Assistance
* Volunteer Services
* Transportation (JFSGO)
* Community Programming
	+ Virtual programming through JFS and JCC
* Resources and referrals for other services

**RED FLAGS (Please reference the Red Flags Handout on the** [**JFS Volunteer Resources**](https://www.raleighcaryjfs.org/volunteer-resources) **webpage.)**

* If you feel at any time concerned about the client you are calling, contact the JFS Volunteer Coordinator 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 JFS Volunteer Coordinator.

**Online Client Notes:**

* Access the online Client Notes form
	+ Enter client initials, your full name, type of visit (in this case- Tech Help), time/date of call
	+ If you have any concerns, click ‘Yes’ and add more notes below in the box provided.
		- You can also click on specific needs requested
		- This is VERY important so the VC can forward the note to the necessary JFS staff person who can help the community member.
* Click ‘Submit’ and it will be forwarded immediately to Tracy Jacobsen, JFS Volunteer Coordinator.