

Position Description 01: Reception Volunteer

Job purpose:

Volunteers warmly welcome visitors to our hospice seven days a week between 9am and 8pm. Volunteers answer incoming calls, accept donations of material goods and money, and provide tours. Volunteers must have good listening and self-awareness skills, as residents and family members may need someone to be an active listener and comforting presence as they express their appreciation and areas of distress. Psycho-social spiritual needs may be identified. By providing this service to the Hospice, volunteers have the opportunity to acquire skills and knowledge in many aspects of reception while having a positive impact in a residential hospice.

Scope:

The volunteers are an integral part of the team at Lisaard and Innisfree Hospice. As such, we rely on our volunteers for support in a variety of different aspects of work throughout the hospice. Volunteers play a unique role in carrying out these various duties and it is understood that a volunteer is not expected to replace a paid staff position. Indirect service volunteers are restricted from entering resident rooms.

Duties and responsibilities:

- Log all volunteer hours in www.logvolunteertime.com. Login credentials will be sent by Volunteer Coordinator
- If working on-site, wear your nametag while on duty
- Check emails for pertinent information
 - It is the responsibility of the volunteer to ensure they are checking their emails and reading posted information regularly to keep up-to-date with information, policies, and procedures
- Review “Reception Summary Sheet” for understanding of residents in hospice and their individual visitor restrictions, phone requirements, and completed waivers.
- Review any questions or concerns about “Reception Summary Sheet” with Registered Staff or Personal Support Worker before beginning shift.
- Prepare desk for your shift (adjust desk, have message pad and pen ready, have donation form ready, ensure log in binder has adequate log in sheets).
- Identify visitors over the phone or intercom prior to unlocking the door and respond to their needs with a pleasant and friendly manner.
- Request that visitors sign in and out of log in book for fire regulations.
- Answer incoming telephone calls and transfer calls to the appropriate person or take a legible message.
- Check voicemail messages as necessary and forward as appropriate.

- Accept monetary donations in the form of cash, cheque or credit card; completing all necessary paperwork for appropriate receipting purposes to donors (donation form, temporary receipt).
- Accept groceries or paper products; complete necessary paperwork for appropriate acknowledgement to donors (“Food and Supply Donations” book, thank you card written out).
- Provide hospice tours to potential residents, their families, or interested third parties (fundraisers, donors, community groups).
- Notify Registered Staff upon arrival of a new admission.
- Notify Registered Staff upon arrival of funeral home.
- Prepare the reception and foyer area for a procession by notifying staff, volunteers, and visitors in the foyer; propping open the doors, and turning the volume down on the phone.
- Maintain reception and foyer area in neat and orderly fashion; water plants as needed, re-arrange or dispose of floral arrangements as needed, ensure pathway to and from front door is clear of footwear and other obstacles; ensure family center is clean, organized, and well stocked.
- Complete light additional tasks as assigned (folding laundry, stuffing envelopes, preparing raffle tickets, writing thank you notes and welcome cards, signing anniversary cards).
- Maintain the confidentiality and privacy of residents, visitors, and files at all times to comply with the Personal Health Information Protection Act.
- Communicate effectively with staff and other volunteers.
- Work as a team member with staff and other volunteers.
- Follow all Lisaard and Innisfree Hospice policies and procedures that apply to the volunteers

Screening requirements:

- Applications are reviewed without bias and based on a standard set of criteria based on the needs of the organization at the time.
- Volunteers must be at least sixteen (16) years of age, unless accompanied by an adult. There is no upper age limit for volunteers.
- New volunteers are required to wait for twelve (12) months after a significant loss prior to volunteering in the hospice setting.
- A personal interview is conducted with each appropriate candidate, using a list of questions based on the position. A record of the interview, responses to the questions and an assessment of the individual’s commitment to volunteer work is kept in the applicant’s file.
- At least two references must be provided for reference checks.
- A Criminal Record and Judicial Matters Check is required.

Training requirements:

- HPCO 10-hour training is required and will be provided prior to starting in the volunteer role.
- Role-specific orientation is required and will be provided prior to starting in the volunteer role.
- Participate in mandatory testing on an annual basis (AODA, Hand Hygiene).
- Take part in on-going educational opportunities when able.
- Following a three-month probation period, the Volunteer Coordinator and/or designate will discuss the volunteer's progress with the volunteer in order to ensure the role is meeting volunteer's expectations and the volunteer is meeting the needs of the organization.

Qualifications:

- Experience and enjoyment of working with people.
- Understanding of and adherence to proper screening and safety procedures.
- Ability to manage a telephone system in a competent and professional manner.
- Proper hygiene.
- Ability to take direction.
- Strong oral communication skills.

Time commitment and physical requirements:

- Volunteers commit to a minimum of one two- to three-hour shift (9 am – 12 noon; 12 noon – 3 pm; 3 pm – 6 pm; or 6 pm – 8 pm) on a weekly, bi-weekly, or monthly basis.
- The position requires a one-year commitment.
- Ability to sit for up to three hours.
- Ability to lift, reach, and use manual dexterity.

Working conditions:

- Lisaard and Innisfree Hospice operates twenty-four hours a day, seven days a week.
- Volunteers are not permitted to use the reception desk phone to make personal calls.
- Volunteers are requested not to talk on a personal device while attending the reception desk.
- Volunteers not permitted to wear headphones or ear buds while attending reception desk.
- See Appendix 01 – Reception Volunteer Risk Assessment

Direct reports:

- Volunteer Coordinator
- Director of Operations
- Staff Contact: Personal Support Workers, Registered Staff

<i>Approved by:</i>	<i>Director of Operations</i>
<i>Date approved:</i>	<i>February 2020</i>
<i>Reviewed:</i>	
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