

Position Description 02: Baking Volunteer

Job purpose:

Volunteers prepare fresh baked goods to serve to all visitors in the hospice. This creates an inviting and homelike atmosphere. 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 baking in the Hospice kitchen, volunteers have the opportunity to meet new people and utilize their baking skills 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
- Accept direction from the Kitchen Coordinator, Nurses, and Personal Support Workers.
- Prepare baked goods from ingredients provided by the hospice or brought fresh from the grocery store.
- Ensure all raw or fresh food is prepared on site or in approved facilities only as per Public Health guidelines.
- Maintain kitchen areas to Public Health standards (review food safety binder).
- Complete all after-baking cleanup.
- Ensure baked goods are properly labelled, dated, and stored.
- Ensure snacks are available continuously for family members and visitors during the volunteer shift.
- Maintain proper food rotation in the kitchen and pantry.
- 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.
- Complete other tasks related to kitchen maintenance as assigned by the Kitchen Coordinator or Personal Support Worker.
- 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 (WHMIS, 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:

- Knowledge and enjoyment of working in a kitchen.
- Ability to handle kitchen equipment (i.e. knives, stove) in a competent and safe manner.
- Proper hygiene and cleaning practices.
- Ability to take direction.
- Strong oral communication skills.

Time commitment and physical requirements:

- Volunteers commit to a minimum of one shift each month, preferably the same regular shift if possible.
- The position requires a one-year commitment.
- Ability to stand for up to two 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.
- Variable temperatures (e.g. heat from oven).
- See Appendix 02 – Baking Volunteer Risk Assessment

Direct reports:

- Volunteer Coordinator
- Clinical Manager or Resource Nurse
- Staff Contact: Kitchen Coordinator or Personal Support Workers

<i>Approved by:</i>	<i>Director of Operations</i>
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