

## Position Description 04: Kitchen Helper Volunteer

### Job purpose:

Volunteers provide practical operational support in the kitchen through clean up, light meal prep, rotation of food items, and maintenance of an organization and storage system. 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. This experience provides volunteers with the opportunity to meet new people and utilize their kitchen 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](http://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.
- Complete all after-meal cleanup and ensure leftover food is properly labelled, dated, and stored.
- Assist with receiving and putting away of groceries.
- Maintain kitchen areas to Public Health standards (review food safety binder).
- Ensure snacks are available continuously for family members and visitors during the volunteer shift.
- Ensure all raw or fresh food is prepared on site or in approved facilities only as per Public Health guidelines.
- Food prepared from home is not permitted in the hospice.
- 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 week, preferably the same regular shift if possible.
- The position requires a one-year commitment.
- Ability to stand for up to four 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 04 – Kitchen Helper Volunteer Risk Assessment

**Direct reports:**

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

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<b>Approved by:</b>	<i>Director of Operations</i>
<b>Date approved:</b>	<i>February 2020</i>
<b>Reviewed:</b>	
<b>Review cycle:</b>	<i>Annual</i>