

## Position Description 06: Maintenance Volunteer

### Job purpose:

Volunteers maintain the building and property of Lisaard House and Innisfree House to ensure the facilities are accessible and maintained in a safe and effective manner. By providing this service to the hospice, volunteers have the opportunity to work with an interdisciplinary team and utilize their maintenance 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 unless at the request and under the supervision of clinical staff.

### 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
- Review any questions or concerns with the Operations Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Perform routine and preventative maintenance and repairs on Lisaard and Innisfree Hospice buildings, furnishings, and equipment as able.
- Complete weekly and monthly checklists on building equipment maintenance procedures and maintains records of scheduled maintenance procedures.
- Respond to maintenance requests as required (i.e. burned out light bulbs, squeaky door.)
- Clean debris from walkways surrounding house to ensure safe fire evacuation.
- Collect waste and ensure proper waste management procedures are followed.
- Maintain and fill bird/peanut feeders as needed.
- 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 volunteers.

- Work as a team member with staff and 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, with exception of laundry (Innisfree House), gardening, maintenance, administrative, and event volunteers.
- 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:**

- Role-specific orientation is required and will be provided prior to starting in the volunteer role.
- HPCO 10-hour training course is recommended.
- Take part in on-going educational opportunities when able.
- Participate in mandatory testing on an annual basis (WHMIS, Hand Hygiene)
- 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:**

- Maintenance experience required.
- Volunteers must know when task requires the work of a professional tradespersons and not attempt to perform maintenance or repair.
- Knowledge of workplace safety requirements and procedures.
- Ability to work alone or in a group.
- Ability to prioritize and work efficiently with limited supervision.
- Ability to recognize and resolve problems quickly and efficiently.
- Ability to take direction, read, and comprehend instructions.
- Strong oral communication skills.

**Time commitment and physical requirements:**

- Volunteers commit to a minimum of one shift each week, preferably the same shift each week if possible.
- The position requires a one-year commitment.
- Ability to do physically demanding work – standing; walking; squatting; kneeling; lifting; reaching; climbing ladder; crawl, and hearing.
- Ability to lift and/or move up to 50 lbs.

**Working conditions:**

- Lisaard and Innisfree Hospice operates twenty-four hours a day, seven days a week.
- See Appendix 06 – Maintenance Volunteer Risk Assessment

**Direct reports:**

- Operations Coordinator or Director of Operations
- Volunteer Coordinator

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