

Position Description 09: Laundry Volunteer (Innisfree House)

Job purpose:

Volunteers provide laundry services according to infection control and laundry practices. This includes washing, drying, folding, and storing laundered items. By providing this service to the hospice, volunteers have the opportunity to acquire skills and knowledge in laundry service 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 any questions or concerns with the Personal Support Worker before beginning shift.
- Wear protective latex gloves and apron when handling all laundry.
- Ensure efficient and proper operation of laundry equipment.
- Report, immediately, any equipment or situation that is hazardous, or has the potential to be a safety issue to the Operations Assistant (Director of Operations, Volunteer Coordinator, or Personal Support Worker in the absence of the Operations Assistant).
- Observe chemical levels and report when a chemical has 3 inches or less remaining in a pail. Report to the Operations Assistant (Director of Operations, Volunteer Coordinator, or Personal Support Worker in the absence of the Operations Assistant). Volunteers may exchange empty pails for full ones if comfortable and if no lifting is required.
- Collect, handle, and safely transport soiled linens in accordance with infection control requirements.
- Use laundry machines to wash and dry collected laundry.

- Wash isolation room items (separate bag) last – do not handle this laundry directly – place items in washing machine by dumping from bag. Once washed, these items can be placed in dryer.
- Examine laundered items to ensure cleanliness and serviceability.
- Identify items for repair or replacement and advise the Operations Assistant (Director of Operations, Volunteer Coordinator, or Personal Support Worker in the absence of the Operations Assistant).
- Conduct periodic inventory of linens.
- Fold laundered linens and store on shelves in clean area of laundry room.
- Maintain cleanliness and order in all laundry facilities (carts/clean/dirty/linen closets).
- Complete other tasks related to laundry as assigned.
- 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:

- Knowledge and experience in a similar environment.
- Ability to operate laundry equipment in a competent and professional manner.
- Ability to prioritize and work efficiently with limited supervision.
- Ability to recognize and resolve problems quickly and efficiently.
- Ability to take direction.
- Clean with good hygiene habits.
- 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 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.
- See Appendix 09 – Laundry Volunteer Risk Assessment

Direct reports:

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

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