

## Position Description 10: Admin Volunteers

### Job purpose:

Volunteers assist Lisaard and Innisfree Hospice with administrative functions relating to resident and family information. By providing this service to the Hospice, volunteers have the opportunity to acquire skills in healthcare administration and working with a charity 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 – Role 1: Donations

- 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 Donor Steward, Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Sort mail by house (IH/LH and non-donation).
- Separate cash donations from cheque donations (only copy cheques that are not post-dated; post-dated cheques go into post-dated folder in safe).
- Photocopy all cheques/cash on green paper.
- Stamp back of cheques with LH/IH stamp and use date stamp on green sheets.
- Total all cheques/cash received based on house; combine green sheets, cheques and tape for each batch (if applicable) based on house.
- Place “batches” in safe for Finance Assistant to process.
- Checking printed receipts to verify all information on Official Tax receipt matches the green sheet (spelling of first and last name, address, amount and date); place any receipt needing corrections into the correction folder on Finance Assistants desk.
- Volunteer is only permitted to file records at one of our locations; hard-copy information is not to leave the premises.
- Maintain the confidentiality and privacy of residents, next-of-kin, 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

### **Duties and responsibilities – Role 2: Next of Kin Forms**

- If working on-site, sign-in and out of the tablet at the reception desk. If working off-site, track hours of service and email to the 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 Donor Steward, Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Prepare the Next of Kin form after the resident is deceased using demographic sheets and give to Executive Director or Director of Clinical Services. Attach a copy of the obituary to this form, if available.
- Prepare the following cards:
  - Sympathy card to be mailed;
  - Anniversary card mailed to next of kin the following year;
  - Christmas card mailed to next of kin at the first Christmas after the resident has died. Leave the envelope unsealed to allow the Development team an opportunity to advise of upcoming events;
    - NOTE: all cards are signed by designated Reception Volunteers on behalf of LIH. Batches will be prepared in advance.
- Prepare resident file folder after the resident is deceased using demographic sheets and file alphabetically in the Home Centre.
- Place all assembled paperwork in the Home Center for follow-up.
- Volunteer is only permitted to file records at one of our locations; hard-copy information is not to leave the premises.
- Maintain the confidentiality and privacy of residents, next-of-kin, 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

### **Duties and responsibilities – Role 3: Records**

- If working on-site, sign-in and out of the tablet at the reception desk. If working off-site, track hours of service and email to the 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 Donor Steward, Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Enter all volunteer record information into Info Anywhere, including the start date, date of completion for training requirements, date of receipt of criminal record check and annual declaration thereafter, and other relevant information.
- Enter all volunteer hours into Info Anywhere.
- Move hard-copy records of inactive volunteers into storage.
- Destroy hard-copy records of inactive volunteers in a confidential manner after three years.
- Move hard-copy files of deceased residents into storage.
- Destroy hard-copy files of deceased residents in a confidential manner after ten years.
- Complete other administrative tasks as assigned.
- Volunteer is only permitted to file records at one of our locations; hard-copy information is not to leave the premises.
- Maintain the confidentiality and privacy of residents, next-of-kin, 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.
- Take part in on-going educational opportunities when able.
- Participate in mandatory testing on an annual basis (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 with filing.
- Ability to prioritize and work efficiently with limited supervision.
- Ability to recognize and resolve problems quickly and efficiently.
- 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 shift each week if possible.
- The position requires a one-year commitment.
- Ability to sit for several hours.

#### **Working conditions:**

- Lisaard and Innisfree Hospice operates twenty-four hours a day, seven days a week.
- See Appendix 10 – Admin Volunteers Risk Assessment

#### **Direct reports:**

- Donor Steward
- Fund Development Coordinator
- Operations Coordinator
- Volunteer Coordinator
- Director of Operations

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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>
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