

Position Description 11: Receipting Volunteer

Job purpose:

Volunteers assist with producing receipts and acknowledgements for donations made to Lisaard and Innisfree Hospice using Donor Perfect. By providing this service to the Hospice, volunteers have the opportunity to acquire skills and knowledge in many aspects of receipting and administration in 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 & 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 Finance Assistant, Operations Assistant, or Director of Development before beginning shift.
- Ensure efficient and proper operation of computer and software.
- Batch deposits and enter donor data into Donor Perfect to produce either:
 - A charitable income tax receipt for all donations over \$20;
 - An acknowledgement of donation for those not requiring an income tax receipt; or
 - A NR (no receipt) entry to record deposit, but no receipt or acknowledgement to be printed.
- Print G/L report of deposit clearing account and ensure it balances with batch deposit.
- Print charitable income tax receipts and acknowledgements.
- Assemble all paperwork (batch deposits; G/L report; receipts/acknowledgements, and backup (green photocopies of cheques, etc.)

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- Place all assembled paperwork in Board chairman's or Executive Director's inbox for signing.
- Enter credit card donations into Donor Perfect following the same process as above for batch deposits as well as processing credit card within gift screen.
- Log date and total amount of batch into Credit Card binder. Leave batch in Board chairman's/or Executive Director's inbox for signing.
- 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.
- HPCO 10-hour training course is recommended.
- 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.

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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.
- Volunteer is only permitted to enter this data at one of our locations; donor information is not to leave the premises.
- See Appendix 11 – Receipting Volunteer Risk Assessment

Direct reports:

- Finance Assistant and/or Operations Assistant and/or Director of Development
- Volunteer Coordinator
- Director of Operations

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