

Position Description 15: Grocery Shopping Volunteer

Job purpose:

Volunteers complete a weekly grocery shop to ensure that fresh foods are available to create nutritious and comforting meals and snack for our residents. This allows volunteers to utilize their grocery shopping and couponing skills and gain an understanding of the food needs of palliative care clients, while having a positive practical 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 or Registered Staff before beginning shift.
- Complete grocery shopping and transportation of groceries.
- 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, grocery shopping, maintenance, administrative, and event



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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.

Qualifications:

- Knowledge and experience shopping for groceries and using coupons and price-matching.
- Valid driver's license.
- Ability to represent the hospice in a professional manner at all times and must have an attitude of cooperation.
- Excellent interpersonal skills.
- 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 regular shift if possible, unless otherwise discussed.
- The position requires a one-year commitment.
- Volunteers must be able to transport groceries from the store to the hospice independently.
- Lift and carry up to 30 pounds from floor to waist; bend, kneel, crouch, reach; hold, grasp, carry and turn objects.

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Working conditions:

- Lisaard and Innisfree Hospice operates twenty-four hours a day, seven days a week.
- See Appendix 15 – Grocery Shopping Volunteer Risk Assessment
- Variable weather conditions.

Direct reports:

- Personal Support Workers or Registered Staff or Kitchen Coordinator on duty
- Clinical Manager
- Resource Nurse
- Volunteer Coordinator
- Director of Operations

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