

Position Description 18: Complementary Therapy Volunteer

Job purpose:

Volunteers provide complementary therapies which may include reiki, reflexology, therapeutic touch, or massage therapy. Volunteers must have good listening and self-awareness skills, as residents and family members may need someone to be an active listener and comforting presence as they express their appreciation and areas of distress. Psycho-social spiritual needs may be identified. By providing this service to the Hospice, volunteers have the opportunity to utilize their therapeutic training and gain knowledge surrounding the provision of complementary therapies in a palliative care environment, 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. Direct service volunteers are permitted to enter resident rooms after consulting with the clinical staff.

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.
- Confer with Registered Staff to communicate who may benefit from a visit and what their needs and restrictions may be.
- Volunteers must accept direction from Registered Staff and Personal Support Workers.
- Volunteers must have permission of resident and their physician before beginning therapy.
- Plan, review, and assess therapy session to monitor effectiveness and aid in planning subsequent sessions.
- When appropriate, utilize equipment to ensure resident's clothing and bedding is protected during service.
- Requisition supplies and equipment needed to complete services.

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- Qualified practitioners will provide services such as Reiki, Massage Therapy, Therapeutic Touch, and/or Reflexology according to their qualifications.
- Use clean and sterile supplies where needed.
- Clean up upon completion of service where needed.
- Volunteers prioritize providing services to residents, and only to their families or visitors if time permits.
- 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.
- Direct-service volunteers must be at least eighteen (18) years of age. 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.
- 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 Vulnerable Sector Check is required for direct service volunteers.

Training requirements:

- HPCO complete volunteer training is required for direct service volunteers and will be provided prior to starting in the volunteer role.
- Role-specific orientation is required and will be provided prior to starting in the volunteer role.
- Participate in mandatory testing on an annual basis (WHMIS, AODA, Hand Hygiene)
- Take part in on-going educational opportunities when able.
- Following a three-month probation period, the Volunteer Coordinator and/or designate will discuss the volunteer's progress with the volunteer in order to

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ensure the role is meeting volunteer's expectations and the volunteer is meeting the needs of the organization.

Qualifications:

- Certificate of qualification in practicing therapy.
- Excellent interpersonal skills.
- Ability to work with people from a variety of backgrounds.
- Ability to deal effectively with challenging situations.
- 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 month, preferably the same regular shift if possible.
- The position requires a one-year commitment.
- Ability to stand and kneel for several 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 18 – Complementary Therapy Volunteer Risk Assessment

Direct reports:

- Personal Support Workers or Registered Staff on duty
- Volunteer Coordinator
- Director of Operations

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