

## Position Description 19: Music Volunteer (Direct-Service)

### Job purpose:

The volunteer uses music to enhance the experiences of hospice care residents and their families by providing live music in the resident's rooms and the common areas of the hospice. 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. This experience may allow the volunteer to acquire skills and experience working in a palliative care environment while making a difference 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.

### Duties and responsibilities:

- 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 Volunteer Coordinator or Registered Staff before beginning shift.
- Volunteers must accept direction from Registered Staff, Personal Support Workers, and/or Contract Music Therapist.
- Volunteers must have permission from the resident before beginning any music or significant conversations within the resident's room.
- Confer with Contract Music Therapist to communicate any shared musical preferences or strong reactions residents and families may have to music.
- Provide instrumental and/or vocal music in the common areas of the residences.
- Choose appropriate music to meet resident preferences, within the volunteer's ability.
- Take an active role in visits by playing, singing, and listening.
- Encourage the residents to take part in the music.

- 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 other volunteers.
- Work as a team member with staff and other 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 (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 ensure the role is meeting volunteer's expectations and the volunteer is meeting the needs of the organization.

### **Qualifications:**

- Musical ability. Familiarity with a variety of musical styles preferred but not required.
- 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.
- 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.
- The position requires a one-year commitment.
- Volunteers must be able to transport and store their own musical equipment (with the exception instruments available in the common areas of the hospice).

**Working conditions:**

- Lisaard and Innisfree Hospice operates 24 hours a day, seven days a week.
- See Appendix 19 – Music Volunteer (Direct-Service) Risk Assessment

**Direct reports:**

- Registered Staff or Personal Support Workers on duty; Contract Music Therapist
- Volunteer Coordinator
- Director of Operations

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<b><i>Approved by:</i></b>	<i>Director of Operations</i>
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