

Position Description 20: Direct-Service Resident Care Volunteer

Job purpose:

Volunteers will establish a supportive relationship with the resident and their loved ones by providing emotional, social, and practical support. 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. When appropriate, volunteers will also support the daily operations of the hospice. By providing this service to the Hospice, volunteers have the opportunity to promote a meaningful quality of life for residents at end of life 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 the “Resident Information Sheet” for direct-service volunteers
- Review any questions or concerns about the information provided on the “Resident Information Sheet” with the Personal Support Worker (PSW) 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, if not identified on the “Resident Information Sheet”.
- Volunteers must accept direction from Registered Staff and PSWs.
- Visit with all appropriate residents as identified by staff.

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- Offer conversation, engagement activities (such as reading, playing cards writing letters watching a movie, etc.), active listening, and a supportive presence to residents.
- Assist PSWs with taking meal orders, plating meals or food items, and taking meal trays to and from resident rooms.
- Assist with feeding residents when appropriate, as identified by staff.
- Assist with comfort measures (sponging lips and mouth, massaging hands and arms, applying lotion, filing and polishing nails, combing hair, etc.).
- When directed by clinical staff, assist with lifts and transfers.
- Promote and assist with Art from the Heart legacy projects.
- Provide bedside vigils (providing emotional and spiritual support by holding a resident's hand, reading, praying (if appropriate), talking, and being present) to residents who are in their last hours or days or life.
- Provide respite and/or companionship to loved ones.
- Communicate any concerns regarding the resident or their loved ones to the Registered Staff. Communicate any questions the resident or their loved ones may have to Registered Staff.
- When appropriate (i.e. the clinical staff do not need direct support and there are no residents or family members who need visitors or support), take on operational support roles such as folding laundry, doing dishes, helping with keeping the house clean and tidy, and assisting with food preparation under the supervision of a staff member/volunteer who has their Food Handlers certificate.
- 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

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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.
- Up-to-date immunizations.
- 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 by Lisaard and Innisfree Hospice in a combination of classroom and online learning prior to starting in the volunteer role.
- A post-training interview and 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 ensure the role is meeting volunteer's expectations and the volunteer is meeting the needs of the organization.

Qualifications:

- Experience and enjoyment of working with people.
- Ability to support people from a variety of backgrounds, including those of diverse faiths, cultures, gender identities, and sexual orientations, with respect, dignity, and empathy.
- Non-judgmental.
- Ability to be flexible in time and role to meet the changing needs of the resident, their loved ones, and the hospice.
- 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 two shifts each month, preferably the same regular shift if possible.
- The position requires a one-year commitment.

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- 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 20 – Direct Service Resident Care Volunteer Risk Assessment

Direct reports:

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

Approved by:	<i>Director of Clinical Services</i>
Date approved:	<i>June 2020</i>
Reviewed:	
Review cycle:	<i>Annual</i>