



## Position Description 22: Special Projects

### Job purpose:

The volunteer will assist the hospice with special projects as assigned. 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. Indirect service volunteers are restricted from entering resident rooms.

### 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 project coordinator before beginning shift.
- Volunteers must accept direction from Volunteer Coordinator, project coordinator, Registered Staff, and/or Personal Support Workers.
- Assist with special projects as assigned. A description of each project will be provided and discussed prior to the volunteer starting.
- 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.
- Volunteer must be at least sixteen (16) years of age. There is no upper age limit for 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 for indirect-service volunteers.

**Training requirements:**

- Role-specific orientation is required and will be provided prior to starting in the volunteer role.
- Participate in mandatory testing on an annual basis (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:**

- Skills and experience working on special projects (including research)
- Ability to work with people from a variety of backgrounds.
- Ability to deal effectively with challenging situations.
- Ability to work efficiently with limited supervision.
- Ability to take direction.
- Strong oral communication skills.

**Time commitment and physical requirements:**

- Projects are completed on an as-requested basis. Volunteers should be available for at least one shift each week, with the understanding that the quantity of work may vary.
- The position requires a one-year commitment.

**Working conditions:**

- Lisaard and Innisfree Hospice operates 24 hours a day, seven days a week.
- See Appendix 22 – Special Projects Volunteer Risk Assessment

**Direct reports:**

- Designated project coordinator
- Volunteer Coordinator
- Director of Operations

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

