

Position Description 23: Direct-Service Bereavement Volunteer

Job purpose:

Volunteers will establish a supportive relationship with bereaved individuals by providing emotional, social, and practical support in a group or individual setting. Volunteers must have good listening and self-awareness skills, as participants may need someone to be an active listener and comforting presence as they express their grief. Psycho-social spiritual needs may be identified. 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
- Take direction from the program lead and work within the boundaries of the specific bereavement program you are supporting
- If making calls, using the referral from the program coordinator for required information on the program participant
- Support program participants in a group or individual setting, in person or via phone or video call
- If calling participants from a personal phone, block your phone number by dialing *67 or changing your phone settings accordingly
- Provide social engagement and an opportunity to discuss the participant's loss in a supportive environment
- Communicate any concerns regarding the program participants to the Bereavement Coordinator and/or Social Worker and/or Volunteer Coordinator

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- 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 by Lisaard and Innisfree Hospice in a combination of classroom and online learning prior to starting in the volunteer role
- Specialized bereavement training is required and will be provided by Lisaard and Innisfree Hospice 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 (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

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- 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
- 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 23 – Direct Service Bereavement Volunteer Risk Assessment

Direct reports:

- Bereavement Coordinator
- Social Worker
- Volunteer Coordinator
- Director of Clinical Services

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