

## Position Description 24: Fundraising Volunteers

### Job purpose:

Volunteers assist Lisaard and Innisfree Hospice with fund development. By providing this service to the Hospice, volunteers have the opportunity to acquire skills in grant writing, event planning, and/or stewardship with a charity 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. Indirect service volunteers are restricted from entering resident rooms.

### Duties and responsibilities – Role 1: Fundraising Committees

- 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 Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Volunteers will work in a designated role of their choosing. This may include sourcing sponsorships, sourcing auction items/prizes, advertising the event through word-of-mouth, assisting with set up and take down, etc.
- Committees will meet monthly, and more frequently (weekly/bi-weekly) as the event approaches
- Maintain the confidentiality and privacy of residents, next-of-kin, 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

### Duties and responsibilities – Role 2: Grant Writing Working Group (GWWG)

- If working on-site, sign-in and out of the tablet at the reception desk. If working off-site, track hours of service and email to the 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 Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Refer to the Terms of Reference (TOR) for this working group
- Research available grant opportunities
- Connect identified funding needs with available grant opportunities
- Complete grant applications in a timely manner
- Maintain up-to-date records in the GWWG Google Drive
- Communicate with committee members, leads, and sponsors through use of the Google Drive, emails, and attendance at meetings
- Maintain the confidentiality and privacy of residents, next-of-kin, 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

### **Duties and responsibilities – Role 3: Stewardship**

- If working on-site, sign-in and out of the tablet at the reception desk. If working off-site, track hours of service and email to the 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 Donor Steward, Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Using contact information provided by the Donor Steward or Fund Development Coordinator, make calls to donors to express appreciation for the donation
- Make record of the call on the hard copy donation
- Make record of the call electronically in the donor's file
- File copies of donations alphabetically into storage
- Fold and prepare donation receipts for mailing

- Volunteer is only permitted to file records at one of our locations; hard-copy information is not to leave the premises.
- Maintain the confidentiality and privacy of residents, next-of-kin, 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.
- Volunteers must be at least sixteen (16) years of age, unless accompanied by an adult. 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, with exception of laundry (Innisfree House), gardening, maintenance, administrative, and event 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.

### **Training requirements:**

- Role-specific orientation is required and will be provided prior to starting in the volunteer role.
- Take part in on-going educational opportunities when able.
- Participate in mandatory testing on an annual basis (Hand Hygiene).
- 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:**

- Knowledge and experience with grant writing, event planning, fundraising, and/or administration.
- Ability to communicate and share documents in a digital format.
- 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 will work on a flexible schedule as arranged with their program coordinator.
- Volunteers will attend meetings scheduled by their program coordinator.
- The position requires a one-year commitment.
- Ability to sit for several hours.

**Working conditions:**

- Lisaard and Innisfree Hospice operates twenty-four hours a day, seven days a week.
- See Appendix 24 – Fundraising Volunteers Risk Assessment

**Direct reports:**

- Fund Development Coordinator
- Volunteer Coordinator
- Donor Steward
- Director of Operations

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