

## Position Description 25: Inventory Assistant Volunteers

### Job purpose:

Volunteers assist Lisaard and Innisfree Hospice with managing food inventory. By providing this service to the Hospice, volunteers have the opportunity to acquire skills in food waste management, inventory control and working 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

- 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 Donor Steward, Fund Development Coordinator, Volunteer Coordinator, Director of Operations, or applicable staff member before beginning shift.
- Clearly label each food item with month and year of expiry. Ensure the expiry date is clearly visible on the top of item and on the front (English side) of item.
- Sort food donations by date of expiry and item category.
- Organise each item in downstairs pantry, ensuring the items with an approaching expiry date is visible first and other items of the same variety are ordered based on their expiry dates.
- Taking stock of kitchen pantry to see what needs to be replenished from downstairs pantry.
- Replenishing pantries as needed.
- Pulling items with expiry dates of the current month and alerting the the Donor Steward, Operations Coordinator or Volunteer Coordinator.
- Maintain the confidentiality and privacy of incoming donations, food inventories and food waste.
- 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 filing and inventory.
- 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 shift each month, with availability to have a weekly shift during peak donation times (Nov-Jan)
- The position requires a one-year commitment.
- Ability to carry various items upstairs.

- Ability to stand for certain period of time.

**Working conditions:**

- LISAARD and INNISFREE Hospice operates twenty-four hours a day, seven days a week.
- See Appendix 10 – Admin Volunteers Risk Assessment

**Direct reports:**

- Donor Steward
- Fund Development Coordinator
- Operations 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>	
<b><i>Reviewed:</i></b>	
<b><i>Review cycle:</i></b>	