



TITLE: Home Help Volunteer

PURPOSE: To provide support to hospice clients with cooking, homemaking and/or shopping.

NECESSARY SKILLS AND ATTITUDES:

- Excellent listening, interpersonal and communication skills
- Time management and ability to set priorities for any one, two or three areas of support volunteers are offering (cooking, homemaking, shopping) per shift within
- Set a daily routine
- Good oral and written English skills
- Understanding of and commitment to team work
- Independence, self-reliance, reliability and honesty
- Empathy and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

RESPONSIBILITIES:

- To uphold the client's right to dignity and self-determination, and where appropriate, to provide client-directed advocacy
- To adhere to Hospice Toronto's policies and procedures
- To advise Hospice Toronto staff and the client in a timely manner if unable to fulfill duties, taking vacation or ill
- To complete all training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer status
- Ensure proper footwear is worn in the home
- To follow health and safety guidelines
- To prioritize duties with client and review what was not completed if time did not allow all duties to be completed

DUTIES MAY INCLUDE:

- **Homemaking/Housework:** duties as requested by the client/caregivers including: washing dishes, sweeping, mopping, vacuuming, dusting, laundry, bed making, cleaning washrooms, kitchens etc.
- **Cooking/Meal preparation:** follow safe kitchen practices/food handling while cooking as per training

- Cook/prepares meals as directed by client/caregiver
- Ask about any food allergies
- **Shopping:** pick up items for client/caregiver. Shopping policies will be followed and provided at training.
- **Other:**
- Following infection control procedures for cleaning in the kitchen before/after cooking
- Follow infection control procedures for cleaning while performing homemaking duties i.e. wearing gloves and changing between tasks, following hand hygiene practices, cleaning with properly labelled cleaners
- Follow health and safety guidelines while performing duties i.e. back care, wearing proper indoor footwear in the clients home
- Reviewing the Record of Care (in-home log book) and any recent entries from the inter-disciplinary team at the beginning of each shift; recording any relevant information at the end of your shift
- Reporting to the Client Service Coordinator any changes in the client's condition
- Attending Care Team meetings as required
- Attending Volunteer Support and Education meetings

LIMITATIONS:

- Volunteers must follow the policies of Hospice Toronto regarding the amount of time spent by the volunteer with the client
- Volunteers may not perform any personal care/hands on care, no lifting, of clients, transferring or extensive emotional support, no spiritual support or infliction of personal beliefs, nor administer medication (prescription or non-prescriptions) to hospice clients
- Volunteers may not perform heavy duty cleaning i.e. moving furniture/appliances/lawn cutting/shoveling snow – contact Hospice Toronto for more information about a team of helpers to provide this support or family members
- Volunteers must take precautions when assisting with cleaning valuables i.e. fine china and other valuable items and if not comfortable with the task let the client know
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, inhalers or oxygen
- Volunteers may not perform duties where they may put themselves at risk i.e. climbing tall ladders – use caution on step stools and step ladders

KEY RELATIONSHIPS

- Client Services Coordinators
- Manager of Volunteer Services

SUPPORTS FOR SUCCESS

- Home Help Training program, community workshops, workshops run by Hospice Toronto, care team meetings, individual supervision, Volunteer Support and Education meetings

TIME COMMITMENT:

- Two to Four hours per week
- A minimum one-year commitment