



HOSPICE
TORONTO

HOSPICE TORONTO VOLUNTEER POSITION DESCRIPTION

- Position Title:** Office Team Volunteer
- Location:** Head office
- Shift Hours:** 4 hours per week as scheduled, Monday-Friday during business hours with occasional evening and weekends
- Purpose:** To assist the Hospice Toronto staff team in managing various, administrative tasks which need to be completed for the successful provision of hospice services

General Service Responsibilities:

- Reception duties (e.g. directing telephone calls and answering inquiries, general delivery voicemail- forward calls and notify staff of messages/Outlook email read and respond to messages each shift, answering email inquiries re: volunteering etc.) receiving visitors
- Pick-up and distribution of mail
- Assist with data entry as requested based on personal skills
- Photocopying, faxing, filing, etc.
- Assembling client and volunteer information packages
- Assisting with community mail outs
- Reminder calls for sessions and/or special events as needed
- Computer work as assigned
- Checking of inventory and pick-up/shopping of/for supplies
- Light tidying of office, kitchen, training room areas on daily/weekly basis
- Watering plants in common areas
- Assistance with short-term and long-term projects as they arise such as reference checks, activity reports etc....
- Other tasks as defined and assigned

**There may be times when there are not as many tasks to be accomplished, so volunteers will need to be prepared for this i.e. bring a book or other activities to pass the time constructively, if not as busy between reception duties. Limited access will be granted to using Hospice Toronto's computer systems. Prohibited programs to be discussed with your Supervisor.

Volunteer Responsibilities:

- Check in with Supervisor upon arrival
- Follow the professional code of conduct, ethics and dress code of Hospice Toronto
- Read and sign off on Hospice Toronto policies and attend training sessions as required
- Respect the confidentiality of any client, volunteer or staff information that you may become aware of during your duties
- If you are unable to report for a scheduled shift, please notify your Supervisor with as much notice as possible

- Record completed tasks and submit Monthly hours

Skills Required:

- Effective communication skills with fluency in written and spoken English
- Polite, confident telephone manner
- Genuine compassion for people
- Respect for clients, staff and volunteers
- Intermediate – Advanced Computer skills in Microsoft Word, Excel, Outlook and Internet Explorer are preferred
- Excellent customer service skills

Supervision:

- Office Coordinator/designate

Training:

- Initial Office Training will be provided with ongoing support and supervision from an appropriate staff member. Training as applicable to the role/organization will be provided.

Time Commitment:

- 4 hours per week for a minimum of six months or as assigned
- Weekly scheduled hours to be established with Supervisor
- Two weeks notice is required prior to resignation
- Notify Supervisor of any time off / vacation

Hospice Toronto Office Protocols:**Dress Code:**

- As Office Team volunteers will be working in public areas of the Hospice Toronto office they are asked to wear modest casual clothing. Business casual dress is also acceptable, though not required.

Fragrance-free environment:

- Please refrain from wearing ANY fragrances in the Hospice Toronto office to ensure that our environment is accessible to those with sensitivities.

Washroom access:

- Washrooms are in the hallway outside of the office. There is also an accessible washroom. Keys are available in the reception area.

Office Security

- For security reasons, the main entrance door must remain locked when the reception area is unattended.