



**Title:** **Creating Caring Community Volunteer**

**Definition:** The Creating Caring Community Volunteer is a member of their neighbourhood and/or community. They have the skills to help, encourage and support neighbours/community members in need of practical and emotional support, living in or around the neighbourhood. The Helper will be supported by Hospice Toronto assisting to support neighbours, friends and family.

**Purpose:**

- ✓ To assist a diverse group of neighbours and/or community members with practical supports in their home and assist them to find resources and support systems to enhance their quality of life.
- ✓ Assist as you are able and comfortable, those you know in the community who are ill/sick.

**Skills:**

- ✓ Community Awareness: provide community members with knowledge of resources within the community and how to use them to the best of their ability
- ✓ Practical Support: Assist in neighbours/community members homes as requested and chosen by volunteer to assist with cooking, homemaking, well-checks, escort to appointments, appointment calls etc. and other duties upon request that the volunteer is willing to assist with
- ✓ The ability to understand the practical supports that may be needed by a diverse group of people who are facing various life challenges and provide support or offer to assist with finding support as suitable
- ✓ The ability to understand and work with all generations of a family to support members and help them live within a community
- ✓ The ability to practice 'Active Listening'
- ✓ Respectful and positive when helping others
- ✓ Respect for all aspects of diversity
- ✓ Ability to self organize and manage ones time
- ✓ The ability to help develop an ongoing interest in recruiting new members for the role of a CCC volunteer
- ✓ To have an understanding of the supports that Hospice Toronto provides and refer community members and neighbours as appropriate

**Requirements and Responsibilities:**

- ✓ Willingness to help an unspecified number of neighbours/community members in their home(s) or in the community as willing to commit
- ✓ Maintain confidentiality of the persons privacy/health concerns and interactions within the home
- ✓ To report concerns or problems to family members or advocate to a health professional on behalf of the person as needed

- ✓ Sign up as a Creating Caring Community Volunteer with Hospice Toronto (steps include: completing an information form, Police Record check, sign confidentiality agreement, attend 14+ hours training)
- ✓ Possess an understanding of the personal skills required to work within a diverse community
- ✓ A thorough knowledge of the supports and referral process that Hospice Toronto provides
- ✓ Commitment to provide information as required to Hospice Toronto
- ✓ Ability to make decisions and ask for support when in doubt

**Duties:**

- ✓ Assist with cooking, shopping, light cleaning, accompaniment to appointments, making telephone calls, helping to research services or other duties as requested and/or agreed upon
- ✓ Assist with health care navigation, information and resources

**Training Accomplishments:**

- ✓ Participation with trainings and/or educational sessions that are offered in the community
- ✓ Certificates presented to those that completed the training

**Key Relationships/Support:** Hospice Toronto Staff and/or other Health/Community Agencies

**Time Commitment:** Minimum two hours per week for one year

**Supports for Success and Benefit of Role:**

- ✓ Support of Hospice Toronto Team and the Community Development Coordinator
- ✓ Opportunity for Additional Training Opportunities to enhance skills
- ✓ Learn and obtain resources - Contacts for Community Supports, Resource Guide
- ✓ Experience
- ✓ Reference