



**TITLE:** **In-home Hospice Volunteer**

**PURPOSE:** To provide social, emotional and practical support to home hospice clients, their families and friends

**NECESSARY SKILLS AND ATTITUDES:**

- Excellent listening, interpersonal and communication skills
- 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
- 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 availability and status

**DUTIES INCLUDE:**

- Reviewing the Record of Care, (in-home log book) if applicable, and any recent entries from the inter-disciplinary team at the beginning of each shift;
- Checking in after each visit (via email phone or text message) with the Client Services Coordinator and providing an update on how the client/caregiver is doing and how the overall match is going
- Visiting with the client and caregiver(s), sharing mutual interests, reading and writing letters for the client, taking the client for walks, accompanying client while doing errands/appointments, light meal preparation, household tasks etc.
- Providing comfort measures such as assistance with eating, bed changing,

- personal hygiene, assists and transfers, mouth care, light massage
- 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/caregiver
- Volunteers may not administer medication (prescription or non prescriptions) to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, inhalers or oxygen

**KEY RELATIONSHIPS**

- Client Services Coordinators, Manager of Volunteer Services

**SUPPORTS FOR SUCCESS**

- Hospice Palliative Care volunteer training program, community workshops, workshops run by Hospice Toronto, care team meetings, individual supervision, Volunteer Support and Education meetings

**TIME COMMITMENT:**

- Four hours per week
- A minimum of a one-year commitment to the hospice