



HOSPICE
TORONTO

TITLE: Residential Hospice Volunteer

PURPOSE: To provide social, emotional and practical support in a residential hospice setting that supports clients who are experiencing homelessness or are vulnerably housed, and who are coping with a life-threatening illness

NECESSARY SKILLS AND ATTITUDES:

- Experience with supporting Hospice Toronto's In-home Hospice clients
- 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
- Comfortable supporting individuals who may be coping with mental illness and/or addictions

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/team within the residence 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, (residence log book) if applicable, and any recent entries from the inter-disciplinary team at the beginning of each shift;
- Checking in after each shift (via email, phone or text message) with the staff

- team and providing an update on the clients' status
- Visiting with the clients 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, practical 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 clients/caregivers
- 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, Residential Volunteer Services; staff within the residence

SUPPORTS FOR SUCCESS

- Core Hospice Palliative Care volunteer training program, experience with supporting In-home Hospice clients, Enhanced Residential Hospice training module, community workshops, workshops run by Hospice Toronto, care team meetings, individual supervision, Volunteer Support and Education meetings

TIME COMMITMENT:

- One 4 to 8 hour shift plus availability where possible for one additional 4 hour on-call relief shift per week
- Minimum of a one-year commitment to the hospice

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