



## Volunteer Role Description Day Hospice (Virtual and/or In Person)

*“When you cannot add days to life, add life to days.”*

Hospice Toronto enables access to appropriate care and support for those living with a life-limiting illness and their caregivers, when and where they need it, whoever they are. We achieve this through our culture of caring and discovery, which is fuelled by passionate, dedicated volunteers, imaginative partnerships, and a focus on research and innovation.

### **Purpose:**

The community-based Day Hospice Program offers a welcoming space for people in the community who are living with a life-limiting illness. The program is designed to support people through illness, promote wellness and quality of life and provide options throughout the day/week for people to choose what works for them. The program also offers opportunities for peer support from others on a similar journey. Currently being offered online, but returning to in person in the community when it's safe to do so.

We are seeking volunteers **with daytime availability** willing to bring their creativity, imagination and friendly, open personality to provide a welcoming and life-enhancing environment. Participation in the relevant volunteer training program is necessary.

### **Essential Requirements:**

- Excellent listening, interpersonal and communication skills
- Ability to listen and support someone without trying to fix or give advice
- Empathetic, compassionate, mature, reliable, responsible
- Attentiveness and observation skills, particularly for virtual programming
- One or more creative skills including:
  - anything of an artistic nature/crafting nature
  - Complementary Therapies – i.e. Therapeutic Touch, Reiki
  - leading chair yoga, mindfulness and other wellness/relaxation practices
  - hand massages/manicures
  - scrap booking, photography, writing
  - container gardening
  - musical talent - singing - playing an instrument
  - Innovative techniques to assist with pain symptom management
  - Expressive arts therapy
- Ability to work independently and as part of a team
- Committed to ensuring services are confidential, holistic, inclusive and accessible
- Willingness to grow in self-awareness around judgment, unconscious bias and assumptions that may impact the volunteer / client service relationship
- Able to stay grounded in situations of heightened emotion, crisis or emergency
- Completion of mandatory HPCO online education course and additional program-specific, Hospice Toronto training as required (certificate provided)
- Able to provide a clear Vulnerable Sector Police Reference Check
- **Daytime availability Monday to Friday** to serve clients

### **Responsibilities:**

- To uphold the client's right to dignity, comfort, self-determination and quality of life, and where appropriate, to provide client-directed advocacy
- To adhere to Hospice Toronto's policies and procedures

(over)

- Ensure that you are in regular communication with staff, respond to requests for support in a timely manner, and make sure that necessary documentation (i.e.: monthly volunteer hours report) is submitted
- Complete all required training and participate in ongoing education and professional development
- Maintain safe boundaries, work within the scope of the volunteer role and commit to developing and maintaining ongoing self-care practices
- Report any concerns immediately to appropriate staff and provide adequate notice of changes in volunteer availability and status
- Volunteers will sign and comply with the policies, procedures, tasks, responsibilities and practices of their assigned role.

### **Duties:**

- Commit to a minimum of two sessions a month to either:
  - offer your specific skills, gift or teaching
  - co-facilitate opening and closing of session, including check ins/outs, soliciting feedback, providing tech support and reporting to staff
- Assist staff in sourcing materials and other resources
- Participate in volunteer mutual support and planning sessions with staff
- **Calling** the Client Services Coordinator to provide attendance and communicate any important information after your session.

### **Limitations:**

- Volunteers must follow the policies and procedures of Hospice Toronto and work within the scope of their volunteer role
- Volunteers are not to develop one on one support relationships with clients outside of the Day Hospice Program (unless officially matched)

### **Key Relationships:**

Client Services Coordinators, Manager of Volunteer Services

### **Supports for Success:**

HPCO online education program, Hospice Palliative Care volunteer training and skills development, educational opportunities at Hospice Toronto and in the community, individual support & supervision, ongoing communication with and appreciation of volunteers, Volunteer Mutual Support gatherings.

### **Commitment:**

3-5 hours per week for **one full year**. Onboarding and training are available online at any time. Volunteers are asked to commit to a minimum of two sessions a month and communicate any planned absences or holidays in advance to ensure continuity of service.