

	Subject:	No. of Pages:	Effective Date:
	<b>Job Description – Resident and Family Support</b>	2	March 8, 2023
	Type: Volunteer	Version #: 1	Approved: March 8, 2023
	Finalized/Approved Revision New	March 8, 2023	<u>Executive Director</u> Individual/Department

## Resident and Family Support Volunteer

### Position Summary

The residents and family support volunteer promotes an atmosphere of comfort and compassion for all residents, family, friends, and all staff members. Resident and family support duties include but are not limited to visiting with each resident, assisting with meals either prepping or feeding. Providing a neutral person for the residents to talk with, or to just sit and hold hands. The resident and family support volunteer also provides support to the nursing staff by being there to attend to call bells and small resident requests that are non-medical.

**Reports to:** Volunteer Coordinator

### Position Requirements:

#### Requirements:

- 4 hours per month **for a minimum of 1 year** or assigned.
- Notice of two weeks is required prior to resignation.
- Notify your Volunteer Coordinator of any time off/vacation requests, providing a notice of a minimum of two weeks.
- Required to have a TB shot and at least 2 Covid-19 vaccinations.
- An up-to-date police records check for vulnerable sector.
- Valid Ontario Food Handlers Certificate

#### Skills/Abilities:

- Demonstrates ability for empathy, compassion, confidentiality, and active listening skills.
- Ability to work independently, exercise sound judgement, as well as adhere to policies and procedures.
- Demonstrate commitment to teamwork with an ability to work effectively with others.
- Follow all and any direction by the Volunteer Coordinator or from another manager that keeps within Hospice Renfrew's vision, mission, and values.

## **Key Areas of Responsibility**

- Always adhere to the Hospice's volunteer engagement policies and procedures.
- Check in with the nurse on duty at the beginning of the assigned shift.
- Always greet the residents by introducing yourself.
- Prepare any meals within the guidelines of Ontario's Food Handlers Certification.
- Assist in helping residents with eating, drinking, or any small tasks that they may need help with.
- Know how to use a wheelchair or other forms of equipment that allows the resident to move around.
- Be open-minded when being with a resident. Not being set in your own way when doing an activity that a resident may enjoy.
- Be supportive and actively listen with no judgement or without promoting your beliefs.
- Perform any light housekeeping duties. This could be folding a blanket, sweeping the floors from a mess that occurred, washing dishes or/and placing them in dishwasher, etc.
- Come to prepare for your shift. Have proper footwear and all necessary requirements to allow you to follow through with your day safely.

## **Key Relationships and Interactions**

### **Direct**

- Volunteer Coordinator

### **Indirect**

- Executive Director
- Clinical Service Coordinator

## **Training**

- Hospice Palliative Care of Ontario online training.
- In person with proper body mechanics.
- Volunteer Engagement Policies and Procedures.
- Volunteer Handbook.
- Collection and receipt of in person donations.
- Covid-19 Screening Protocols.
- Infection Prevention and Control Training.
- GHS (Global Harmonized System) Training.
- Workplace Violence and Harassment Training.
- Fire Extinguisher Training.