

	Subject:	No. of Pages:	Effective Date:
	Job Description – Bereavement Follow-up Call	2	March 27 th , 2023
	Type: Volunteer	Version #: 1	Approved:
	Finalized/Approved Revision New	March 8 th , 2023	<u>Executive Director</u> Individual/Department

Bereavement- Follow up Calls.

Position Summary

The Bereavement- Follow up call volunteer promotes an atmosphere that’s welcoming and comforting. Follow up call duties include but are not limited to placing calls to families after their loved one passes, checks in during the times as outlined on the call sheet, and addressing general inquiries by providing information and /or directing individuals to appropriate staff and programs. The follow up call volunteer also supports the individual with comfort and support while checking in on how they are coping.

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 2 weeks.
- Require having at least 2 covid-19 vaccines.
- An up-to-date vulnerable police check is required.

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.
- Demonstrated 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's engagement policies and procedures
- Always greet the individual by introducing yourself on the phone.
- Be open-minded when making calls.
- Be supportive and actively listen without judgement or promoting your personal beliefs.
- Responsible for keeping track of when the calls are to be placed and keeping notes on the follow-up sheets once they have finished the call.
- Required to update any concerns with a call to our Grief and Bereavement Counsellor.
- Always remember if you feel there is a concern, please inform your Volunteer Coordinator right away. If this concern regards the wellbeing of the individual on the phone, direct that to the Grief and Bereavement Counsellor. Do not handle yourself.
- After the full twelve months have been completed, sign off on the follow-up sheet and hand the form to your Volunteer Coordinator.
- Always refrain from giving advice.

Key Relationships and Interactions

Direct:

- Volunteer Coordinator
- Grief and Bereavement Counsellor

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 Training
- Workplace Violence and Harassment Training
- Fire Extinguisher Training