



Care Team Volunteer Description

Title: Care Team Volunteer

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

Responsibilities:

- To uphold the client's right to dignity and self-determination and 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 required for this position.
- To maintain a clear vision of the volunteer role with clients.
- To provide adequate notice of changes in volunteer status.

Duties include:

- Sign in to the log book and review recent notes from the inter-disciplinary team at the beginning of the shift and record information at the end of the shift.
- Visiting with the client and family, sharing mutual interests, reading and writing letters for the client, taking the client for walks, accompanying client while doing errands/ appointments, light meal preparation.
- Providing comfort measures such as assistance with feeding, bed changing, personal hygiene, assists and transfers, mouth care and light massage.
- Reporting to the Client Service Coordinator any changes in the client's condition.
- Attending monthly Care Team meetings, as required.

Limitations:

- Volunteers must follow the policies of Hospice Toronto regarding the amount of time spent by the volunteer with the client.
- 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.

Required skills and attitudes:

- Excellent listening, interpersonal and communication skills.
- Good English communication 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 terminal illness.
- Ability to remain calm in an emergency.
- Respect for cultural and racial diversity.

Key relationships:

- Client Services Coordinators and Manager of Volunteer Services.

Support for success:

- Care Team training program, community workshops, workshops run by Hospice Toronto, team meetings, individual supervision, Care Team support meetings.

Time commitments:

- Four hours per week.
- A one-year commitment to Hospice Toronto.