

Volunteer Position Description
Hospice Care Companion (Home Visitor)
Virtual and/or In Person



Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the communities of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and the delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

The Community Hospice Program at SCHC professionally educates and trains compassionate, kind and committed volunteers to provide service in a number of roles, one of which is to provide in-home emotional, social & spiritual (non-medical) support to individuals living with and families caring for someone at home with a life-limiting illness. **Our home visiting program is accredited by Hospice Palliative Care Ontario (HPCO) and education/training for volunteers is offered throughout the year.**

Hospice Care Companions must have **daytime availability Monday to Friday**. We are especially, but not exclusively, in need of volunteers who speak more than one language in addition to English (Greek, Italian, Romanian, Tagalog, Cantonese, Hungarian, Tamil, Arabic, Russian, Hindi, Mandarin, Urdu, Punjabi & others).

Essential Requirements:

- Compassionate, empathetic, open, mature, reliable, responsible
- Excellent interpersonal and communication skills; ability to listen and support someone without trying to fix or give advice; attentiveness and observation skills, particularly for virtual/Zoom programming
- Committed to ensuring services are confidential, inclusive and accessible; ability to function in a client-based environment
- Willingness to grow in self-awareness around judgement, unconscious bias and assumptions that may impact the volunteer / client service relationship
- Completion of mandatory HPCO online education course and additional SCHC-specific training as required (certificate provided)
- Able to provide a clear Vulnerable Sector Police Reference Check
- **Daytime, weekday availability to serve clients**

Responsibilities:

To enhance the comfort, dignity and quality of life of people living with a life-limiting illness, their caregivers and families through emotional, social and spiritual care and practical assistance (non-medical support). Examples of activities and duties that volunteers may be asked to provide include:

- companionship, caregiver respite, reading out loud, playing board games, doing arts and crafts, watching movies, assisting with writing, scrapbooking, story-telling and other legacy work, outings, running errands or accompanying someone to the store, an appointment, religious/faith service etc.
- practical tasks related to mobility.
- non-medical comfort measures, basic personal care.
- complementary therapies such as Reiki and Therapeutic Touch (if certified)
- supporting other self-care routines such as meditation and relaxation.

In addition, volunteers are expected to:

- stay connected with regular phone calls to client, caregivers and family
- 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
- participate in all required training and ongoing professional development
- maintain safe boundaries and self-care practices
- report any concerns immediately to appropriate staff in the Community Hospice Program

(over)

Commitment: 3-5 hours per week for **one full year**. Onboarding and training are available online at any time. Volunteers visit their clients once a week on the same day and at the same time to ensure consistent, effective service. Arrangements must be made in advance for holidays so that suitable replacement can be provided to the family.

Apply to: Betty Ann Rutledge, Volunteers, Outreach and Training Coordinator, Community Hospice Program
hpcvolcoordinator@schcontario.ca or 416-642-9445 ext. 4418

All SCHC volunteers must complete additional mandatory online training modules provided by the Coordinator of Volunteer Engagement and will commit to following SCHC health and safety policies & procedures. Volunteers will sign and comply with the tasks, responsibilities and practices of their assigned role. For more information about our programs and services and other volunteer opportunities, please visit our website at www.schcontario.ca.

Updated July 2020