

Volunteer Position Description Hospice Palliative Care Home Visitor

Scarborough Centre for Healthy Communities (SCHC) is a community health organization dedicated to meeting the diverse, holistic needs of the communities of Scarborough. Our comprehensive range of culturally competent health and social services address the social determinants of health (physical, mental, social, financial, and environmental) with the goal of promoting wellness and cultivating vital and connected communities.

The Community Hospice Program at SCHC professionally trains compassionate, caring and committed volunteers to provide in-home emotional, social & spiritual (non-medical) support to individuals and families caring for someone at home with a life-threatening illness. **Training is offered throughout the year.**

SCHC is mostly looking for volunteers **with daytime availability**. We are especially, but not exclusively, in need of Hospice Palliative Care home visiting volunteers who speak more than one language in addition to English (i.e. Cantonese, Tamil, Arabic, Italian, Greek, Russian, Hindi, Mandarin, and Punjabi).

Essential Requirements:

- Reliable, committed, compassionate, empathetic, caring and open
- Ability to listen without judgment and support someone without trying to fix or give advice
- Mature, reliable, responsible
- Strong interpersonal and communication skills
- Committed to ensuring services are confidential, inclusive and accessible
- Ability to function in a client-based environment
- Completion of 30-hour comprehensive training program (combination of online and in person sessions) (certificate provided)
- Able to provide a clear Vulnerable Sector Police Reference Check

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

Commitment:

About 3 hours per week for one full year. 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.

If you are interested and qualify for this position, please contact Betty Ann Rutledge, Volunteers, Outreach and Training Specialist in the Community Hospice Program at 416-642-9445 ext. 4418 or to set up an interview, email brutledge@schcontario.ca.

For more information about our programs and services, please visit our website at www.schcontario.ca.

All volunteers must complete a mandatory online training module provided by the Volunteer Engagement Coordinator and will follow safe work practices and comply with the roles and responsibilities that are outlined with respect to health and safety policies & procedures at Scarborough Centre for Healthy Communities.

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