



Hospice Orillia  
My home. My hospice.

### Caregiver Connection Volunteer Position Description

**Purpose:** To provide social and emotional support over the phone to individuals caring for those living with progressive life-threatening illness.

#### Necessary Skills and Attitudes:

- Excellent listening, interpersonal and communication skills
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Independence, self-reliance, reliability and honesty
- Empathy, confidentiality and the ability to suspend judgment
- Commitment to a holistic approach in addressing issues related to life-threatening illness
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

#### Responsibilities:

- To uphold the client's right to dignity and self-determination
- To adhere to Hospice Orillia's policies and procedures
- To advise Hospice Orillia staff and the client in a timely manner if unable to fulfill duties
- To complete all required screening and training necessary for this position
- To maintain a clear vision of the volunteer role with clients
- To provide adequate notice of changes in volunteer availability and status
- To comply with Personal Health Information Protection Act (PHIPA) and maintain confidentiality of sensitive information shared throughout client match

#### Duties Include:

- Attending volunteer educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3<sup>rd</sup> of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- Advising the Community Social Worker of your telephone call schedule
- Telephone calls with the caregiver:
  - Social support, a listening ear, and companionship
  - Check-in on the caregivers well being and offer a space for expressing the stresses of caregiving
- Checking in after each visit (via email or telephone) with the Community Social Worker to provide a brief summary of the phone call



**NSMHPCN**  
North Simcoe Muskoka Hospice Palliative Care Network

Hospice Orillia is a program of the North Simcoe Muskoka Hospice Palliative Care Network  
169 Front Street South, Orillia, ON L3V 4S8 | Reg Charity # 135837748RR0001  
Bus: 705-325-0505 Fax: 705-325-7328 [www.hospiceorillia.ca](http://www.hospiceorillia.ca)

Created July, 2022

**Limitations:**

- Volunteers may not compromise their own safety as part of their duties
- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Accept personal gifts
- Witness any legal documents

**Key Relationships:**

- Volunteer Coordinator, Community Social Worker
- Community Social Worker
- Program Assistant

**Supports for Success:**

- Hospice Palliative Care Training Program
  - Hospice Palliative Care Ontario (HPCO) Online Training
  - Hospice Orillia In-Person Training
- HR Downloads training modules (online)
- Ongoing educational and professional development opportunities
- Community workshops
- Individual supervision, if needed/applicable

**Time Commitment:**

- 30-60 minutes per week
- A minimum of a one-year commitment to Hospice Orillia

**Screening Requirements**

- Police Vulnerable Sector Check
- Two completed reference checks

I acknowledge that I have received, read and understand the position description for this role.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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