



Administrative Support Volunteer Position Description

Administrative Support Volunteers are inclusive of: Events & Fundraising Volunteers and Awareness & Education Volunteers

Purpose: To provide non-direct support to Hospice Orillia including assisting with fundraising events, and raising awareness of Hospice Orillia's programs and services in the community.

Necessary Skills and Attitudes:

- Friendly, outgoing, excellent interpersonal and communication skills
- Proficiency with Microsoft Office (i.e. Microsoft Word, Microsoft Excel) would be considered an asset
- Attention to detail
- Ability to maintain professionalism and confidentiality
- Understanding of and commitment to team work
- Acceptance of supervision and direction
- Ability to remain calm in an emergency
- Respect for all aspects of diversity

Responsibilities:

- 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 provide adequate notice of changes in volunteer availability and status

Duties Include:

Events & Fundraising Volunteers

- Support Hospice Orillia in fundraising events such as Bingo and Hike for Hospice
- Assist in set up and facilitation of events such as Candles of Remembrance and Gardens of Remembrance
- Maintain professionalism when handling money/donations on behalf of Hospice Orillia
- Participate in committees created to prepare for special events
- Attend volunteer support and educational events
- Act as an ambassador for Hospice Orillia
- Submit monthly timesheet with volunteer hours



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169 Front Street South, Orillia, ON L3V 4S8 | Reg Charity # 135837748RR0001
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Education & Awareness Volunteers

- Attend community outreach events, such as booths or presentations
- Participate in ensuring that community organizations are aware of Hospice Orillia's programs and services. This may include making phone calls or handing out program flyers
- Attend volunteer support and educational events
- Act as an ambassador for Hospice Orillia
- Submit monthly timesheet with volunteer hours

Duties listed above for each position may change or expand, and volunteers may be asked to support Hospice Orillia in ways outside of their position description.

Key Relationships:

- Volunteer Coordinator, Community Social Worker
- Communications Fundraising and Community Relations Specialist
- Community Engagement Assistant
- Program Assistant

Supports for Success:

- Hospice Orillia In-Person Orientation
- Ongoing educational and professional development opportunities
- Community workshops
- Individual support
- Hospice Palliative Care Training Program (Optional)

Time Commitment:

- 1-2 Hours per week
- A minimum of a one-year commitment to Hospice Orillia

Screening Requirements

- Police Vulnerable Sector Check
- Two completed reference checks
- Proof of COVID-19 Vaccination (two shots)



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One to One Peer Support (Bereavement) Volunteer Position Description

Purpose: To provide bereavement support and information to newly bereaved individuals through one-to-one peer interactions.

Necessary Skills and Attitudes:

- The capacity to give your time, energy, wisdom and skills to provide peer support to bereaved individuals and their families
- Excellent listening, interpersonal and communication skills
- Caring, sensitive and compassionate
- Understanding of and commitment to team work
- Independence, self-reliance, reliability and honesty
- Self-aware and ability to set healthy boundaries
- Empathy, confidentiality and the ability to suspend judgment
- Able to be present with people experiencing a wide range of emotions
- Able to refrain from giving advice, problem solving, or trying to “fix”
- Comfortable talking about death, dying and bereavement
- 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:

- Advise the Bereavement Coordinator of your support schedule prior to visiting the client
- Supporting the client through normalizing the grief experience, and provide an opportunity for the client to share their experience in a safe and nonjudgmental space
- Communicating any concerns (i.e. abuse/neglect, suicide risk or medical concerns or other urgent matters) to the Bereavement Coordinator in a timely manner
- To attend volunteer educational events
- Will act as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3rd of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>



- **Additional duties as a result of COVID-19:**

- Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
- Complete online COVID-19 screeners ahead of all in person visits via this link <https://hospiceorillia.ca/volunteer-covid-19-screening/>
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations
- Complete additional training on COVID-19 infection prevention and control measures as required by Hospice Orillia

Limitations:

- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Volunteers are providing a support relationship. *This is **NOT** a counselling/therapy relationship
- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- Accept personal gifts
- Witness any legal documents

Key Relationships:

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

Supports for Success:

- Hospice Palliative Care Training Program
 - Hospice Palliative Care Ontario 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:

- Availability for one-to-one meetings with bereaved clients for 4-6, 1 hour sessions
- A minimum of a one-year commitment to Hospice Orillia



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Screening Requirements

- Police Vulnerable Sector Check
- Two completed reference checks
- Proof of COVID-19 Vaccination (two shots)



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Group Facilitator (Bereavement) Position Description

Purpose: To facilitate bereavement support groups. The Bereavement Coordinator will develop curriculum and match volunteers with appropriate clients for groups.

Necessary Skills and Attitudes:

- The capacity to give your time, energy, wisdom and skills to provide peer support to bereaved individuals and their families
- Excellent listening, interpersonal and communication skills
- Caring, sensitive and compassionate
- Understanding of and commitment to team work
- Independence, self-reliance, reliability and honesty
- Self-aware and ability to set healthy boundaries
- Empathy, confidentiality and the ability to suspend judgment
- Able to be present with people experiencing a wide range of emotions
- Able to refrain from giving advice, problem solving, or trying to “fix”
- Comfortable talking about death, dying and bereavement
- Respect for all aspects of diversity

Responsibilities:

- To uphold the client’s right to dignity and self-determination
- To adhere to and remain within the boundaries of 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:

- Will advise the Bereavement Coordinator of your support schedule prior to visiting the client
- Will support the client through normalizing the grief experience, and provide an opportunity for the client to share their experience in a safe and nonjudgmental place
- Will communicate any concerns (i.e. abuse/neglect, suicide risk or medical concerns or other urgent matters) to the Bereavement Coordinator in a timely manner
- To attend volunteer support and educational events
- Will act as an ambassador for Hospice Orillia



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- Submitting monthly volunteer hours by the 3rd of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- **Additional duties as a result of COVID-19:**
 - Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
 - Complete online COVID-19 screeners ahead of all in person visits via this link <https://hospiceorillia.ca/volunteer-covid-19-screening/>
 - Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations
 - Complete additional training on COVID-19 infection prevention and control measures as required by Hospice Orillia

Limitations:

- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Volunteers are providing a support relationship. *This is **NOT** a counselling/therapy relationship

Key Relationships:

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

Supports for Success:

- Hospice Palliative Care Training Program
 - Hospice Palliative Care Ontario Online Training
 - Hospice Orillia In-Person Training
- HR Downloads training modules (online)
- Ongoing educational and professional development opportunities
- Community workshops
- Individual support

Time Commitment:

- Availability for pre-determined group support session
- A minimum of a one-year commitment to Hospice Orillia

Screening Requirements

- Police Vulnerable Sector Check
- Two completed reference checks
- Proof of COVID-19 Vaccination (two shots)



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Caregiver Connection Volunteer Position Description

Purpose: To provide social and emotional support over the phone to individuals caring for those living with life-limiting 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-limiting 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 3rd 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



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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
- Proof of COVID-19 Vaccination (two shots)



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Complementary Therapy Volunteer Position Description

Purpose: To provide complementary therapy services to clients and caregivers in their place of living.

Necessary Skills and Attitudes:

- Current registration in good standing from the regulating body or association applicable to the type of therapy being provided (if/where applicable)
- Minimum of six months of practice in the therapy being provided
 - Current therapies include: Reiki (Minimum of Level Two required) and Massage.
- Training in or experience with palliative care would be an asset
- 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
- To provide session notes detailing treatment to Community Social Worker (who will keep confidentially, acting as the HIC)

Duties Include:

- Advising the Community Social Worker of your visiting schedule prior to visiting the client
- Providing the treatment for the agreed-upon amount of time
- Checking in after each visit (via email or telephone) with the Community Social Worker to provide a brief summary of the visit and report any changes in the client's condition
- Attending educational events of interest
- Acting as an ambassador for Hospice Orillia
- Submitting monthly volunteer hours by the 3rd of each month via online submission form
<https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>



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- **Additional duties as a result of COVID-19:**

- Complete online COVID-19 screeners ahead of all in person visits via this link <https://hospiceorillia.ca/volunteer-covid-19-screening/>
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations
- Complete additional training on COVID-19 infection prevention and control measures as required by Hospice Orillia

Limitations:

- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Volunteers may not diagnose or speculate about the nature of any mental health or medical conditions that the client may be experiencing
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- 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 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:

- 1-2 Hours per week
- A minimum of a one-year commitment to Hospice Orillia

Screening Requirements

- Police Vulnerable Sector Check
- Two completed reference checks
- Proof of COVID-19 Vaccination (two shots)



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The Footprints Project Volunteer Position Description

Purpose: To support individuals living with life-limiting illness by assisting them in the creation of meaningful legacy activities

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
- Interest in listening to other people while they share their stories
- Interest in writing and storytelling considered an asset
- Interest in crafts such as scrapbooking considered an asset

Responsibilities:

- To uphold the client's right to dignity and self-determination, and where appropriate, to provide client-directed advocacy
- 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 3rd of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- Participating in legacy projects with the client, such as:
 - Creation of cards, letters, and scrapbooks (2-4 sessions)
 - Conducting in-depth life interviews with the client, recorded by an audio recorder (1-4 sessions)
 - Transferring audio interviews into a narrative document



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- Participating in the editing of the narrative document with the client (1-2 sessions)
- Checking in after each visit (via email or telephone) with the Community Social Worker to debrief
- **Additional duties as a result of COVID-19:**
 - Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
 - Complete online COVID-19 screeners ahead of all in person visits via this link <https://hospiceorillia.ca/volunteer-covid-19-screening/>
 - Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations
 - Complete additional training on COVID-19 infection prevention and control measures as required by Hospice Orillia

Limitations:

- Volunteers may not engage in counselling support when meeting with the clients
- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- 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:

- 1-4 Hours per week
- A minimum of a one-year commitment to Hospice Orillia



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Screening Requirements

- Police Vulnerable Sector Check
- Two completed reference checks
- Proof of COVID-19 Vaccination (two shots)



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Visiting Hospice Volunteer Position Description

Purpose: To provide social, emotional and practical support to visiting hospice clients and their circle of support.

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-limiting 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 3rd of each month via online submission form <https://hospiceorillia.ca/volunteer-hours-monthly-report-form/>
- Advising the Community Social Worker of your visiting schedule prior to visiting the client
- Visiting with the client/caregiver:
 - For companionship (playing cards, chatting, reading, sharing mutual interests)
 - To engage in legacy work (letter/card writing, scrapbooking, Footprints project)
 - Caregiver respite (spending time with individual to give caregiver a break)
 - Practical assistance like light meal preparation (ex. preparing a tea, a sandwich)
 - Simple comfort measures (small adjustments in bed/chair, offering blankets)
- Checking in after each visit (via email or telephone) with the Community Social Worker to provide a brief summary of the visit and report any changes in the client's condition



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- **Additional duties as a result of COVID-19:**

- Pivoting to virtual services as needed – dependant on government regulations (ex. Phone calls or video conferencing platforms)
- Complete online COVID-19 screeners ahead of all in person visits via this link <https://hospiceorillia.ca/volunteer-covid-19-screening/>
- Utilize appropriate personal protective equipment (PPE) for in person visits as directed by Hospice Orillia in accordance with government rules/regulations
- Complete additional training on COVID-19 infection prevention and control measures as required by Hospice Orillia

Limitations:

- Volunteers may not administer medication to hospice clients
- Volunteers may not perform medical procedures such as inserting or maintaining catheters, administer a substance by inhalation (including oxygen)
- Compromise their own safety as part of their duties (i.e. performing tasks beyond their own physical capability)
- 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:

- 1-4 Hours per week
- A minimum of a one-year commitment to Hospice Orillia



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Screening Requirements

- Police Vulnerable Sector Check
- Two completed reference checks
- Proof of COVID-19 Vaccination (two shots)



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