



# Near North Palliative Care Network Volunteer Job Description

<b>Job Title:</b>	<b>Volunteer Team Lead</b>	<b>Aproval Date:</b> Jan. 2014
<b>Reports to:</b>	Executive Director	Location:

**Position Summary:** In order to ensure that our volunteers receive good communication, excellent support (I.e. mentoring, case discussions, etc.), and are appropriately engaged in the work and activities of Near North Palliative Care Network (NNPCN) the Executive director with the support of the board of governance have developed a new corporate structure. All existing and new volunteers will now be assigned to teams of 8-10 volunteers. These teams will function as the place were a volunteer will receive support, communication, and guidance for their volunteer work. The Volunteer Team Lead position will be a part of the leadership structure or our agency. There is no requirement that this person have extensive respite or bereavement experience. The primary role of this position is to organize, and coordinate team meetings, and act as a liaison with the rest of the agency. This person will need to have a positive outlook and ability to create a healthy culture.

**Major Job Duties, and responsibilities**

- Working with the ED and leadership team develop a common term of reference for all teams
- Organizes, coordinates, and chairs team meetings for a group of 8-10 volunteers
- Maintains an agenda, and minutes for their team
- Organizes and maintains statistical data for quarterly reports submission to the Local Health Integration Network (I.e. mileage, outcomes, etc.)
- Meets regularly with other team leads and Executive Director, acting as a liaison for their team.
- Maintains client/staff/volunteer confidentiality
- Upholds agency vision, mission, values, and principles
- Adhere to agency policies and procedures for staff, client, and volunteer.

<p><b>Skills/Knowledge/Experience</b></p>	<ul style="list-style-type: none"> <li>• Strong communication skills</li> <li>• Strong organizational, time management and problem solving skills</li> <li>• Good conflict resolution skills</li> <li>• Able to work independently with support and guidance from the Executive Director</li> <li>• Ability to conduct research and find resources to help team and agency make decisions</li> <li>• Comfortable learning and using Microsoft Office software (I.e. Word, Excel, etc.).</li> <li>• Comfortable learning and using online software.</li> </ul>
<p><b>Commitment Required</b></p>	<ul style="list-style-type: none"> <li>• A minimum 2 year commitment.</li> <li>• An average of <u>3 hours a month</u> for a total of <u>36 to 40 hours a year</u>.</li> <li>• Attend and coordinate a minimum of 6 in-person team meetings a year.</li> <li>• Attend a minimum of 6 leadership meetings with other team leads and executive director by teleconference.</li> <li>• Collect and maintain data for the team</li> </ul>
<p><b>Reporting relationship</b></p>	<ul style="list-style-type: none"> <li>• Reports directly to the Executive director or designate as needed</li> </ul>
<p><b>Working Conditions</b></p>	<ul style="list-style-type: none"> <li>• Volunteer Base</li> <li>• Primarily indoors</li> <li>• Works in compliance with the Ontario Occupational health and Safety Act and associated regulations (training will be provided)</li> </ul>
<p><b>Training</b></p>	<ul style="list-style-type: none"> <li>• Initial orientation and training provided</li> <li>• Professional development opportunities provided</li> </ul>



# Organizational Chart

