



**NEAR NORTH PALLIATIVE CARE NETWORK**  
2025 Main Street West, North Bay, Ontario, P1B 2X6  
Phone: (705) 497-9239 1-800-287-9441  
Fax: (705) 497-1039  
E-mail: [office@nnpcn.com](mailto:office@nnpcn.com)  
Website: [www.nnpcn.com](http://www.nnpcn.com)

Supported by: / Financé par :



<b>Job title</b>	<i>NNPCN Administrative Volunteer</i>
<b>Reports to</b>	<i>Executive Director, Volunteer Coordinator or designate</i>

### Job purpose

The Administrative Volunteer works in the office(s) of the NNPCN. They provide administrative and clerical support for the daily operations of the NNPCN. The Administrative Volunteer may also take on specific projects or tasks as directed by the Executive Director, Volunteer Coordinator or designate. Some work may be offsite, or home based.

The Administrative Volunteers report to the Executive Director, Volunteer Coordinator and/or designate.

### Duties and responsibilities<sup>i</sup>

- Is aware of, understands and adheres to NNPCN By-Laws, Policies and Procedures, and the directions set to the organization by the NNPCN Board and Executive Director.
- Consults previously with the Executive Director, Volunteer Coordinator or designate in any issues or decision making that might impact the current directions of the organization.
- Ensures that due diligence, proper procedure, code of conduct and respect to the organizational chain of command are complied with and reinforced in all relations with governance, staff, clients, volunteers, donors, suppliers, health care partners, and any other stakeholders of NNPCN.
- Represents the NNPCN in a professional and positive manner
- Understands and acts in a manner that supports the Mission, Vision and Values of the NNPCN
- Contributes to a friendly environment in which all NNPCN staff, Volunteers and stakeholders work cooperatively
- Maintains confidentiality
- Attends education and support meetings
- Attends Volunteer training programs
- Attends regular Volunteer meetings
- Exercises ongoing self-care
- Advises Executive Director, Volunteer Coordinator or designate of sick leave or vacation
- Assists with administrative task for the NNPCN which may include but not limited to:
  - Telephone support
  - Filing and records management
  - Database updates and maintenance
  - Proof reading
  - Preparing reports
  - Support budgeting or financial procedures
  - Update website and social media platforms
  - And other duties as required by the Executive Director, Volunteer Coordinator or designate

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**NNPCN Administrative Volunteer Job Description - 2/26/2018**



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des services de santé  
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- Uses telephone or email support when needed

### Qualifications

- All volunteers are screened and evaluated on their appropriateness to their role within the NNPCN
- Professional, compassionate and caring
- Strong listening skills, non-judgmental and positive attitude
- Successfully completes any necessary NNPCN education, as required
- Outstanding interpersonal and communication skills
- Good organizational and time management skills
- Strong computer skills, administrative and clerical skills
- Must be at least 18 years old
- French language is an asset
- Demonstrates healthy adjustment to loss and exercise ongoing self-care

### Working conditions

- The NNPCN is a safe, equal-opportunity, harassment-free work environment, which offers staff and volunteers ongoing support and encourages ongoing self-care.
- NNPCN works with best practices of investing in the well-being of staff and volunteers.
- Hospice Staff and Volunteers are routinely exposed to end of life, traumatic experiences by witnessing death of their client, and to traumatic narratives from caregivers and bereaved clients.
- NNPCN trains and educates staff and volunteers to be mindful of their own limits and well-being, and to their responsibility of protecting themselves from shock, trauma, vicarious trauma, compassion burnout, and disorders such as PTSD.
- Staff and Volunteers at NNPCN are encouraged to fill the PROQOL (compassion burn-out self-scoring scale) frequently, and to warn the Executive Director, Volunteer Coordinator or designate immediately after they witness a shocking situation, listen to a shocking narrative, or feel unsettled by a situation.
- Staff and Volunteers at NNPCN have the right to accept or not to accept a client. Staff and Volunteers at NNPCN have the right to conscientious objection. Staff and Volunteers have the right to ask the office to find another volunteer to help a client, and to step back from a case, when they feel that serving that client is compromising their own well-being.
- Staff and Volunteers at NNPCN have the right to remain with a client, providing administrative palliative care, and/or bereavement services to the last moment of their natural lives or the day before hastened death, provided that palliative care and comfort measures are required by the client, and the Staff and/or Volunteer expresses being ready and willing to follow the case and/or remain with their client.
- Staff and Volunteers have the right to opt out from a client in case a client, caregiver, or client's family member requests Staff or Volunteer to: conduct any legal, commercial, or personal

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transactions; sign documents; lend or borrow money on behalf of the client; become a Beneficiary, POA, or Executor of the client's last will and testament; accompany the client to any medical, MAiD, surgical, and/or other palliative care procedures; drive the client in the Staff or Volunteer's car; adopt a client's child; marry a client In Extremis; be a witness at court/police procedures; or any other unforeseen supports beyond the scope of Roles and Responsibilities of an NNPCN Staff or Visiting Hospice Volunteer.

- In case the Staff or Volunteer decides to help an NNPCN client or caregiver as a private citizen and friend, on their own free choice and will, they will step back from handling the case as NNPCN Staff or Volunteer.
- Staff and Volunteers who step back from a case are requested to give notice well in advance to the Executive Director and the Office, so that the Office has operational time to pair up the client with another volunteer and/or close the client's file when applicable.
- NNPCN will take all measures possible to protect and enhance the psychosocial well-being of their Staff and Volunteers, by providing training and education for self-care, free access to NNPCN Adult Day Program activities, Volunteer Investment sessions, grief sessions, protective, safe and fair policies and procedures, and more.
- NNPCN will make all efforts to ensure that the client's dwelling is safe and free from hazards, prior to the volunteer attending.
- NNPCN coverage is 7 days a week, 24 hours a day, when possible. Flexible hours of availability are greatly appreciated.

### Compensation

- Travel reimbursement at .42 cents per KM

<b>Approved by:</b>	<i>NNPCN Board and Executive Director</i>
<b>Date approved:</b>	<i>February 14, 2017</i>
<b>Next Review Date:</b>	<i>February 26, 2018</i>
<b>Reviewed:</b>	<i>NNPCN Board and Executive Director</i>

<sup>i</sup> All duties and responsibilities are subject to change, provided that they fall within the Mission and Values of the NNPCN and HPCO standards.

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