

**NEAR NORTH PALLIATIVE CARE NETWORK**

2025 Main Street West, North Bay, Ontario, P1B 2X6

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**Ontario**North East Local Health  
Integration Network  
Réseau local d'intégration  
des services de santé  
du Nord-Est

<b>Job title</b>	<i>NNPCN North Bay Facilities Liaison Officer</i>
<b>Reports to</b>	<i>Executive Director, Volunteer Coordinator or designate</i>

**Job purpose**

The North Bay Facilities Liaison Officer is the contact between the NNPCN Office and facilities in North Bay served by NNPCN Volunteers: NBRHC, Cassellholme, Water's Edge, Empire Living, Marina Point, Barclay House and any other facilities that sign an Agreement of collaboration with NNPCN in the North Bay region in the future.

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

**Duties and responsibilities<sup>i</sup>*****North Bay Facilities Liaison Officer***

- 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
- Organizes the lists of emails/phone numbers for each group of NNPCN volunteers going to each facility
- Organizes the emails/phone numbers of the Managers of the facilities/Volunteer Coordinators
- Touches base with each facility at least every three months
- Regularly checks with the Managers of the Facilities for any glitches in the Volunteers' schedules and any required action to be taken by the Liaison Officer
- Reports to the Office Team on the status of the procedures concerning scheduling, volunteers, etc., or any other actions that should be taken by the Office to support the quality of services in each facility
- Maintains confidentiality always
- Attends Volunteer training programs
- Attends regular volunteer meetings
- Exercises ongoing self-care
- Demonstrates ability to maintain appropriate boundaries
- Demonstrates understanding of patient/family care interdisciplinary team model

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**NNPCN North Bay Facilities Liaison Officer - 2/26/2018**



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- Advises Executive Director, Volunteer Coordinator or designate of sick leave or vacation
- Maintains all necessary forms as required by the NNPCN
- Reports any incidents immediately and completes all necessary forms accurately

### 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 complete the HPCO Palliative Care education
- Outstanding interpersonal skills
- Must be at least 18 years old
- French language an asset
- Demonstrate healthy adjustment to loss and exercise ongoing self-care
- Must have own transportation (or ability to travel independently) as travel is required to client locations/home

### 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.

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- 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 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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