



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

Website: www.nnpcn.com

Supported by: / Financé par :



Ontario

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

Job title	<i>NNPCN Palliative Care Visiting Hospice Volunteer</i>
Reports to	<i>Executive Director, Volunteer Coordinator or designate</i>

Job purpose

NNPCN Palliative Care Visiting Hospice Volunteers are an integral part of the Palliative Healthcare Continuum. They enhance the quality of life of the palliative care client and provide psychosocial support to the family and caregivers of the client.

Palliative Care Visiting Hospice Volunteers care for palliative clients at home, hospital, residential hospice, Long-Term Care, Retirement or Independent Living facilities, and follow their client along home-hospital-facilities transitions.

Palliative Care Visiting Hospice Volunteers are the core of NNPCN services to the community. As members of the Palliative Healthcare Continuum, there are specific functions and responsibilities expected of the Palliative Care Volunteer.

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

Duties and responsibilitiesⁱ

Palliative Care Visiting Hospice Volunteer

- 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
- Provides companionship and support to the patient and family
- Aids with physical care and comfort measures for the client and respite support for the caregiver
- Gives reminders of medication schedules but does NOT administer medication or deal with any medical props
- Maintains confidentiality always
- Offers spiritual and emotional support of both clients and family
- Observes and reports changes in the patient's condition to volunteer coordinator or designate

Confidentiality. *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*

© Near North Palliative Care Network 2012 Charitable Organization. B.N. : 892020884RR0001. Registration Date : 1995 April 01

NNPCN Palliative Care Visiting Hospice Volunteer Job Description - 2/26/2018



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

Website: www.nnpcn.com

Supported by: / Financé par :



Ontario

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

- Writes letters, journals or reads to clients
- Listens to client and/or caregiver without judgement
- Provides Client with Client Bill of Rights on first visit
- Maintains client forms which include (depending of volunteer role and client situation) – Assessment-Palliative Care Client, Consent to Obtain and Release Information, Care Plan Palliative Client, Client Case Notes, Client Calendar, Incident Report, Death Notice
- Maintains records of visits – day – time - travel
- Completes monthly volunteer hours and mileage form and sends to NNPCN office (no less than quarterly for mileage compensation coverage)
- Attends Volunteer training programs
- Attends regular volunteer meetings
- Exercises ongoing self-care, and completes Professional Quality of Life Scale after death of client
- Demonstrates ability to maintain appropriate boundaries
- Demonstrates understanding of patient/family care interdisciplinary team model
- Advises Executive Director, Volunteer Coordinator or designate of sick leave or vacation
- Supports fundraising activities of the NNPCN where possible
- 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 all volunteers ongoing support and encourages self-care always
- NNPCN works with best practices of investing in the well-being of our volunteers.
- Hospice Volunteers are routinely exposed to end of life, traumatic experiences by witnessing death of their client, and to traumatic narratives from bereaved clients.
- It is the duty of the organization to train and educate 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.

Confidentiality. *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*

© Near North Palliative Care Network 2012 Charitable Organization. B.N. : 892020884RR0001. Registration Date : 1995 April 01

NNPCN Palliative Care Visiting Hospice Volunteer Job Description - 2/26/2018



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@nnpccn.com

Website: www.nnpccn.com

Supported by: / Financé par :



Ontario

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

- 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.
- Volunteers at NNPCN have the right to accept or not accept a client. Volunteers at NNPCN have the right to conscientious objection. Volunteers have the right to ask the office to find another volunteer to help their client, and to step back from a case, when they feel that serving that client is compromising their own well-being.
- Volunteers at NNPCN have the right to remain with their client, providing palliative care to the last moment of their natural lives or the day before hastened death, if palliative care and comfort measures are needed by the client, and the volunteer expresses being ready and willing to remain with their client.
- Volunteers have the right to opt out from a client in case a client/caregiver/client's family member requests an NNPCN Volunteer to: conduct any legal/commercial/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/palliative care procedures; drive the client in the 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 Visiting Hospice Volunteer, and the volunteer decides to help in the character of private citizen and friend, on their own free choice and will.
- Volunteers who step back from a case are requested to give notice well in advance to 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 volunteers, by providing training and education for self-care, free access to NNPCN Adult Day Program activities, Volunteer Investment sessions, grief sessions, safe and fair policies and procedures, and more.
- The NNPCN will make all efforts to ensure the client locations are 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

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

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

Confidentiality. *The information contained in this communication is private and confidential, intended only for the named recipient(s). If received in error, please notify the sender by telephone immediately and keep the information in a secure manner until further direction is given by the sender. Do not copy the information or disclose it to any other person.*

© Near North Palliative Care Network 2012 Charitable Organization. B.N. : 892020884RR0001. Registration Date : 1995 April 01

NNPCN Palliative Care Visiting Hospice Volunteer Job Description - 2/26/2018