



## LISTOWEL WINGHAM HOSPITALS ALLIANCE POSITION DESCRIPTION

Position Data	
Position Title (site in brackets if applicable)	<b>Volunteer</b>
Department or Program	
Responsible to (Title)	
Effective Date	August 2018
Review or Revision date(s)	December 2018, August 2019, July 2024

### 1. POSITION SUMMARY:

The role of Volunteer is to be passionate, dedicated and interested in making a difference in the lives of all patients. Volunteers provide special support to patients who can benefit from more activity and socialization while in hospital. Volunteers offer caring and compassionate service that compliments and improves the overall patient experience provided by our staff and physicians.

### 2. QUALIFICATIONS:

Must be 16 years of age or older  
Have a passion for volunteering with hospitalized patients

### 3. SKILLS AND ATTRIBUTES:

- Able to maintain patient confidentiality in accordance with Hospital policy
- Professional, friendly, outgoing, and trustworthy
- Must be in good physical and mental health
- Strong interpersonal skills
- Innovative and creative with improving or suggesting new activity programs
- Flexible when accommodating patient's needs
- Self-motivated with the ability to perform with limited direction
- Enjoy socializing with those in need
- Must be polite and courteous at all times
- Mature, reliable attendance and volunteer record
- Safety conscious

### 4. EFFORT:

- i. Physical Effort:
  - Minimal physical effort
- ii. Mental Effort and Analysis:
  - Minimal Degree of Mental Effort

### 5. RESPONSIBILITIES:

- i. Core Responsibilities:

- General
  - Act in accordance with the LWHA Mission, Vision and Values.
  - Adhere to all organizational policies, including but not limited to the LWHA Code of Conduct and Workplace Violence and Harassment policies.
  - Understand and comply with LWHA's Privacy policies and procedures. Refer any questions to your supervisor/manager or the Chief Privacy Officer.
- Quality
  - Patient and Family Centered:
    - Promote a positive patient and family experience in every interaction.
  - Safe:
    - Maintain a daily focus on patient safety as everyone's responsibility.
    - Comply with patient safety initiatives, e.g. hand hygiene protocols.
    - Keep alert to possible job hazards
    - Participate in health and safety initiatives, including but not limited to orientation, education and training and stays informed about safety requirements.
    - Knowledge of safe food handling

ii. Position-Specific responsibilities and tasks:

- Provide support, encouragement and companionship to patients and their families
- Assist with Activation Program implementation, review planned activation program with the Recreation Therapist, offer program suggestions
- Share in patient activities that focus on keeping the mind working (e.g. using the "Busy Bins", reading, playing cards, helping with crossword puzzles, etc.)
- Social activities with patients, may include arranging supplies in the Activity Room
- Help patients with movement and walking, may include mobilizing to and from activities and meals in the dining room
- Meal Service Volunteer to Provide patients company during meals and assistance with opening containers and cutting up food
- Assist patients with special needs for seeing and hearing
- Initiate patient interaction through conversation and activities such as playing cards and reading newspapers
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- Provide assistance for patients with sleep including providing warm blankets, relaxing music and relaxation exercises
- Participate in capturing patient feedback by means of patient experience survey promotion, sharing of patient stories, and/or provide encouragement to participate on hospital committees

## General Volunteer Program Scope Chart

<p>Cannot Perform:</p> <ul style="list-style-type: none"><li>• Be seen as <u>replacing staff</u> by taking on full responsibility of task performed by unionized workers.</li><li>• Assist with or perform medical procedures.</li><li>• Be perceived as giving medical advice.</li><li>• Independently perform any controlled acts as defined by the Regulated Health Professionals Act.</li><li>• Shadow healthcare staff or act as an observer/job shadow.</li><li>• Displace a current employee or replace a past employee or position.</li></ul>	<p>Can Perform:</p> <ul style="list-style-type: none"><li>• Be seen as a support/compliment to staff by assisting in minimal risk tasks performed by employees for the benefit of the patient they are providing companionship to (i.e. retrieving a warm blanket, getting them ice water)</li><li>• Encourage and support a safe environment for staff/patients and visitors with infection control and health and safety practices.</li><li>• Offer social/emotional support</li><li>• Support our patient/family member/community member the best we can in compliance with the Accessibility Act of Ontario.</li></ul>
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### 6. HOURS OF WORK:

Monday - Sunday

Varied times depending on program and volunteer availability

*Thank you for making a difference in the lives of our patients and their families, everyday!*