

THE HEART OF HASTINGS HOSPICE VOLUNTEER ROLES DEFINED

Volunteer Position	Definition	Example	Training Requirements
Hospice Residence Volunteers	Volunteers serving in the Hospice Residence carry a heavier load than those serving in other community settings. In the Residence Hospice they provide end-of-life care to clients and support grieving families. This work is physically, cognitively, and emotionally demanding. However, it is a rewarding volunteer position available within the Hospice. In the residence you have the added benefit that you are never “alone” as clinical staff are always on hand to support you, which some volunteers prefer. These volunteers require initial training and ongoing support.	Provide end-of-life care to clients within the Hospice. Provide companionship to families. Provide support to grieving families. Visit clients within the Hospice setting. Shifts Monday – Friday 8-12, 12-4pm and 4-8pm but are flexible. Hospice staff are on duty 24/7. Volunteers can select what time slots they would like to fill on a weekly or monthly basis, depending on their own availability. Some volunteers prefer set schedules, while others prefer a flexible schedule.	• Sign The Heart of Hastings Hospice volunteer service agreement, policies and confidentiality etc. • HPCO modules online training (20 hrs) • Hand on training day with coordinator • AODA training • Police Vulnerable Sector Check
Community Visiting Hospice Volunteers	Volunteers are matched with people in the community with a life limiting illness. They may be anywhere from diagnosis to end of life in their trajectory. Some of the reasons volunteers express wanting community is often times they are in an early stage of their illness. Volunteers are typically matched with one family, so they have a chance to develop a rapport and familiarity with the client/family. These volunteers require initial training and ongoing support.	Volunteers may visit once a week on Tuesdays for example or they may be called and booked on an as needed basis i.e., when the caregiver has an appointment or wants to do something specific. It is up to the client/caregiver what their desires are, and volunteers are matched accordingly. New volunteers will shadow an experienced volunteer in the community for a few times or shadow a shift in the Hospice house, until they become comfortable.	• Sign The Heart of Hastings Hospice volunteer service agreement, policies and confidentiality etc. • HPCO modules online training (20 hrs) • Hand on training day with coordinator • AODA training • Police Vulnerable Sector Check
Grief & Caregiver Co-Facilitator	This volunteer would co-facilitate the Hospice support groups for grief and bereavement. They will assist the coordinator who leads the group. They would act as a second set of hands/ears/eyes. It is a great job for a volunteer, with the appropriate experience or training- training is provided.	Attend and assist in grief and bereavement support groups. 8 week structured group for grief group and 6 weeks for the caregiver series offered several times each year.	• Sign The Heart of Hastings Hospice volunteer service agreement, policies and confidentiality etc. • Complete Police Check • Complete 4 HPCO online modules



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