



Philip Aziz Centre for Hospice Care

Philip Aziz Centre (PAC) is a non-profit, palliative care hospice program providing practical, physical, emotional and spiritual support for people living with terminal and/or life-limiting illnesses. Hospice Services are delivered through a small professional staff team and large base of trained volunteers who work in collaboration with healthcare professionals and other agencies involved in a client's care.

Volunteer Position:

**Client Support
Volunteer/Visiting Hospice
Program - Adults**

Date:

December 2011-Present
Document last updated May 2021

Job Description:

Volunteers in the client care/visiting hospice community program are carefully recruited, screened, trained, and supervised in the provision of non-medical hospice palliative care, which is integrated into the professional health team in a client's home. Clients of all ages may receive Volunteer support, which includes:

- Practical, Psychosocial/Social, Emotional and Spiritual Care.
- Grief & Bereavement Support.
- Assistance with Activities of Daily Living (light chores, meal prep etc.)
- Accompaniment to medical appointments or running errands (grocery shopping etc.)
- Respite Care for primary caregivers

Responsibilities:

- To complete volunteer training program(s)(missed classes to be made up) and participate in on-going education opportunities
- To uphold the client's right to dignity
- To adhere to the Philip Aziz Centre Policies and Procedures
- To advise Volunteer Department Staff & Client Services Staff in a timely manner if unable to fulfill duties
- To maintain a clear vision of the volunteer role and boundaries with clients
- To maintain confidentiality and PHIPA requirements
- Must be prepared to make a commitment of at least 6 months-1 year
- Notify Volunteer Department of vacation or sick leave, giving as much notice as possible
- Visit client according to schedule
- Work as part of the multidisciplinary team

Job Location:

Various, community placement

Volunteer Onboarding Complete; Confidentiality, Service Agreement, and all Consents and Documentation:

Yes

Hospice Training Required:

Yes

Police Check Required?

Yes

Volunteer Position Status & Length:

Part-time/ongoing/6 months-1 year

Familiar with relevant Policy and Procedures from Manual:

Yes

Qualifications:

- Willingness to continue education regarding a variety of healthcare topics
- Sensitivity and compassion
- Ability to suspend judgement
- Ability to make decisions in crisis situations
- Ability to work as a member of the hospice team
- Ability to work well independently and be supportive
- Ability to take direction and accept supervision
- Respect and accept individual beliefs and reactions to death and dying
- Project a warm, caring and empathetic attitude
- Can support according to PAC's Mission, Vision and Value Statement