

VOLUNTEER  
SERVICES

SECTION  
Volunteer Job Descriptions  
SUBJECT  
**MOW Volunteer**

**PURPOSE:** To transport nutritious meals to seniors living in their own homes.

**QUALIFICATIONS:**

- \* must be at least eighteen years of age
- \* must have a valid Ontario driver's license; provide copy to Maxville Manor
- \* must have a good driving record
- \* must have at least \$2,000,000 personal liability vehicle insurance coverage; provide copy to Maxville Manor
- \* must be in reasonable good health and be able to carry client meals from your car to client home entrance.
- \* volunteer drivers must comply with the Ontario Highway Traffic Act which requires that all passengers in a motor vehicle wear seat belts.
- \* a volunteer driver should inform his/her insurance company that their automobile is being used for volunteer services and that they are being reimbursed for cost of fuel only
- \* must be mature, committed, reliable, discreet, punctual, well-groomed, considerate, cautious, flexible, alert to seniors' needs and respectful of seniors' individuality, be knowledgeable of basic safety rules, be willing to accept supervision, above all be relaxed and enjoy the experience.
- \* Driver to sanitize all frequently touched surfaces before and after each service delivery.
- \* Vehicle to be fully operational, safe and free of clutter.
- \* Volunteer must be willing to consent to Vulnerable Sector Check
- \* Volunteer must be willing to attend driver training e.g. food safety practices.

**RESPONSIBILITIES:**

- \* To pick up MOW delivery bags containing both hot and cold products.
- \* Ability to follow instructions related to order of meal delivery, careful delivery of 3-course meal
- \* commit to volunteer delivery schedule predetermined by MOW Coordinator; all changes or cancellations are to be communicated to coordinator.
- \* Volunteer is to follow IPAC protocols as circulated by Coordinator that include sanitizing vehicle, wearing of non surgical masks, self screening and sanitizing of hands between each client delivery.
- \* Volunteer may collect mileage compensation based on current travel rate; Expense form is to be submitted to Director of Outreach Services for payment.

**RESPONSIBLE TO:** Director Outreach & Volunteer Services or designate.

MAXVILLE MANOR

DOCUMENT NUMBER  
O5-01-03

**VOLUNTEER  
SERVICES**

SECTION  
Volunteer Job Descriptions  
SUBJECT  
**Volunteer Driver**

**PURPOSE:** To transport seniors within the geographical service area to and from medical appointments, day programs, grocery and pharmacy pick up.

**QUALIFICATIONS:**

- \* must be at least eighteen years of age
- \* must have a valid Ontario driver's license; provide copy to Maxville Manor
- \* must have a good driving record
- \* must have at least \$2,000,000 personal liability vehicle insurance coverage; provide copy to Maxville Manor
- \* must be in reasonable good health and be able to support and assist seniors in and out of vehicle, up stairs and on sidewalks, etc.
- \* volunteer drivers must comply with the Ontario Highway Traffic Act which requires that all passengers in a motor vehicle wear seat belts.
- \* a volunteer driver should inform his/her insurance company that their automobile is being used for volunteer transportation and that they are being reimbursed for cost of fuel only
- \* must be mature, committed, reliable, discreet, punctual, well-groomed, considerate, cautious, flexible, alert to seniors' needs and respectful of seniors' individuality, be knowledgeable of basic safety rules, be willing to accept supervision, above all be relaxed and enjoy the experience.
- \* When carrying passengers, driver must sanitize all frequently touched surfaces before and after each use. Vehicle to be fully operational, safe and free of clutter.
- \* must be willing to consent to driver/vehicle testing, driver abstract and police check
- \* must be willing to attend driver training for volunteers.

**RESPONSIBILITIES:**

- \* To pick up seniors at the appointed time, escort them to the car, wait for and then accompany the senior back to the car and home. Driver may be required to take along a mobility aid such as a walker or wheelchair.
- \* confirm arrangements in advance and call for clients sufficiently early to ensure being on time for appointments without having to hurry the senior.
- \* Volunteer to follow IPAC protocols as circulated by Coordinator that include sanitizing of vehicle, wearing of non-surgical masks, self screening and sanitizing of hands frequently.
- \* Volunteer may collect mileage compensation based on current travel rate; expense form is to be submitted to Director of Outreach Services for payment.

**RESPONSIBLE TO:** Director Outreach & Volunteer Services

DATE  
Revised 2022

PAGE  
1 OF 1

VOLUNTEER SERVICES	SECTION Volunteer Job Descriptions
	SUBJECT Volunteer Group Leader

**PURPOSE:** To lead a group of residents in a particular activity as specified in the program

**QUALIFICATIONS:**

- \* ability to relate and provide direction to residents in a group situation
- \* must have knowledge background or skill applicable to activity objectives and content
- \* sincere desire to work with residents of Maxville Manor
- \* pleasant and friendly personality
- \* must have good communication and observation skills
- \* must have leadership skills and self-confidence in leading a group activity
- \* ability to involve all participants in a stimulating and satisfying discussion
- \* must have an understanding of aging processes and behaviors
- \* able to announce clearly and loudly for all to hear and understand.
- \* reliable

**RESPONSIBILITIES:**

- \* review program outline and carry out specifications
- \* assist residents to and from group meeting place as directed by program supervisor
- \* must generate a warm and friendly atmosphere
- \* welcome new residents into the group
- \* to maintain interest of participants for duration of activity time
- \* gather all equipment and supplies necessary for group function prior to activity
- \* praise participation and interest
- \* tidy and clean work area and return supplies to their proper storage
- \* encourage resident feedback of group activity
- \* complete activity evaluation and attendance record as requested
- \* notify volunteer coordinator of vacation or absences in advance to allow suitable and appropriate replacement.

**SPECIAL SKILLS:** Knowledge background of an activity is an asset and lends to a better experience for all. E.g. group topic, game, props.

**RESPONSIBLE TO:** Volunteer Co-ordinator

- \* ongoing support and supervision by department supervisor where assigned.

VOLUNTEER SERVICES	SECTION Volunteer Job Descriptions
	SUBJECT Volunteer Helper/Facilitator

**PURPOSE:** To provide assistance to clients in a particular activity, project or need, requiring individual direction or supervision.

**QUALIFICATIONS:**

- \* must have knowledge, background or skill applicable to activity objectives and content
- \* sincere desire to work with clients of Maxville Manor
- \* pleasant and friendly personality
- \* must have an understanding of the aging process and have patience with individual(s) shortcomings, understanding, ability and behaviors
- \* sensitive to client needs
- \* must be reliable
- \* ability to relate warmly to clients on a one-to-one basis

**RESPONSIBILITIES:**

- \* review program outline
- \* assist clients to and from group meeting place as directed by your supervisor
- \* must help create a warm and friendly atmosphere
- \* welcome new clients into the group
- \* assist to tidy and clean work area, return supplies and equipment to the proper place
- \* assist to carry out program specifications
- \* encourage client feedback of activity, assist to complete activity evaluation and attendance as required
- \* notify volunteer co-ordinator of vacation or absences in advance to allow suitable and appropriate replacement.

**SPECIAL SKILLS:** Knowledge background of an activity is an asset and lends to a better experience for all. E.g. playing musical instrument, internet and technology.

**RESPONSIBLE TO:** Volunteer Co-ordinator

- \* ongoing support and supervision by department supervisor where assigned.



<b>VOLUNTEER SERVICES</b>	SECTION Volunteer Job Descriptions
	SUBJECT <b>Volunteer Helper/Office support</b>

**PURPOSE:** To provide support and assistance to office staff, residents and visitors

**QUALIFICATIONS:**

- a) must have knowledge, experience and basic skills suited to reception and general office duties
- b) sincere desire to work with staff, residents and visitors.
- c) pleasant and friendly personality
- d) must have an understanding of the aging process and associated behaviours of senior citizens
- e) be sensitive to resident needs
- f) sound understanding of the organization and community.
- g) ability to communicate in English; written and oral
- h) basic knowledge of clerical duties e.g. filing, using Microsoft windows,
- i) maintain confidentiality for all job processes

**RESPONSIBILITIES:**

RECEPTION - greeting visitors, residents, staff

- a) able to direct visitors to resident rooms
- b) able to sort and deliver mail
- c) able to operate the phone system, answer calls and redirect calls
- d) maintain a tidy and clean work area
- e) take and deliver messages as required
- f)

ADMINISTRATION: filing and basic record keeping

- a) Maintain current resident list
- b) sort staff pay envelopes
- c) able to sort and deliver mail
- d) maintain confidentiality for all job processes

**TRAINING:** Must attend general orientation for all volunteers. Additional training and/or supervision is provided by the service receiving support and assistance.

**SPECIAL SKILLS:** Basic knowledge of clerical and reception responsibilities

- a) Oral and written communications in English; ability to speak French is an asset
- b) Knowledge of Microsoft word is an asset
- c) Good organizational skills

**RESPONSIBLE TO:** Volunteer Co-ordinator and / or office staff

VOLUNTEER SERVICES	SECTION Volunteer Job Descriptions
	SUBJECT <b>Clergy Volunteer</b>

RESPONSIBLE TO: Pastoral Co-ordinator or designate

PURPOSE: Pastoral care services are offered by various religious organizations and are designed to meet spiritual needs and offer support to those who are part of the Manor community.

QUALIFICATIONS:

- \* must be an experienced pastoral care worker
- \* be an ordained clergy or experienced lay volunteer
- \* must have an understanding of the aging population at the Manor
- \* must have a sensitivity to the needs of the elderly and their families

RESPONSIBILITIES:

- \* visits residents that are originally from their congregation or as directed by the Pastoral Co-ordinator or designate
- \* participates in the multi-denominational worship schedules and provides religious services particular to their denomination
- \* offers assistance to residents and their families at time of illness, hospitalization, and impending death
- \* offers support to caregivers providing care to residents demanding special attention ie. Palliative
- \* to meet and assess unique religious and spiritual needs of each resident on admission and thereafter
- \* provide appropriate sacrament needs of each resident (sacrament of the sick, communion)

TRAINING: To attend the general orientation for all volunteers.

BENEFITS: \* appreciation and understanding of the Aged.  
\* feelings of self-fulfillment when providing spiritual help to seniors

RESPONSIBLE TO: Volunteer Co-ordinator or designate  
\* ongoing support and supervision by department supervisor where assigned.

VOLUNTEER SERVICES	SECTION Volunteer Job Descriptions
	SUBJECT <b>Volunteer Visitor</b>

**PURPOSE:** To engage in an interpersonal relationship with a resident of Maxville Manor. The volunteer visitor seeks to establish and maintain a friendship and offer companionship on a regular basis.

**QUALIFICATIONS:**

- \* must have a strong sense of commitment and be highly motivated
- \* must have a clear understanding of confidentiality
- \* be a good listener and have a sense of humour
- \* genuine respect and acceptance toward the older person
- \* must be mature, emotionally stable and have a healthy outlook on life
- \* empathetic and understanding of the aging process  
(Junior volunteers require parent/guardian consent.)

**RESPONSIBILITIES:**

- \* review program outline
- \* to visit resident once per week and/or as required
- \* to establish and maintain a friendly companionship with resident
- \* to help the resident live at his/her optimum level through encouragement and support
- \* to provide and enhance emotion security, affection and sense of belonging and worth needed by the resident through kindness and concern
- \* to provide verbal or written progress reports to volunteer coordinator every 3 months or when new issues arise
- \* to follow suggestions recommended by the interdisciplinary team; check in with staff prior to your visit to announce your role and who you are to see.
- \* discuss with coordinator and / or resident to discuss best time, day and frequency to visit.
- \* to attend volunteer workshops and in-services as required

**TRAINING:** Must attend a general orientation program for all volunteers

- \* must receive a brief summary of resident background, current living status and reason of referral – CONFIDENTIAL!!!

**SPECIAL SKILLS:** Must be able to execute good communication skills.

**BENEFITS:** Provides an opportunity to develop and nurture a new friendship with an elderly person - become a friend.

- \* volunteer experience
- \* develop communication and observation skills

**RESPONSIBLE TO:** Volunteer Co-ordinator

VOLUNTEER SERVICES	SECTION Volunteer Job Descriptions
	SUBJECT <b>Youth / Student Volunteer</b>

**PURPOSE:** To engage young people in a supervised and supportive setting through activities with older adults.

**QUALIFICATIONS:**

- \* must have a strong sense of commitment and be highly motivated
  - \* must have a clear understanding of confidentiality
  - \* be a good listener and have a sense of humour
  - \* genuine respect and acceptance toward the older person
  - \* must be mature, emotionally stable and have a healthy outlook on life
  - \* empathetic and understanding of the aging process
- (Junior volunteers require parent/guardian consent.)

**RESPONSIBILITIES:**

- \* review program outline
- \* to visit resident once per week and/or as required
- \* to establish and maintain a friendly companionship with resident
- \* to help the resident live at his/her optimum level through encouragement and support
- \* to provide and enhance emotion security, affection and sense of belonging and worth needed by the resident through kindness and concern
- \* to provide verbal or written progress reports to volunteer coordinator every 3 months or when new issues arise
- \* to follow suggestions recommended by the interdisciplinary team; check in with staff prior to your visit to announce your role and who you are to see.
- \* discuss with coordinator and / or resident to discuss best time, day and frequency to visit.
- \* to attend volunteer workshops and in-services as required

**TRAINING:** Must attend a general orientation program for all volunteers

- \* must receive a brief summary of resident background, current living status and reason of referral – CONFIDENTIAL!!!

**SPECIAL SKILLS:** Must be able to execute good communication skills.

- \* willingness to participate in group activities or one-on-one.

**BENEFITS:** Provides an opportunity to develop and nurture a new friendship with an elderly person - become a friend.

- \* develop communication and observation skills

**RESPONSIBLE TO:** Volunteer Co-ordinator

- \* ongoing support and supervision by department supervisor where assigned.