



**Companion Program Volunteer**  
**Position Description**

**Position Title:** Companion Program Volunteer/Companion  
**Reports To:** Program Coordinator (Direct), Director, Living with Advanced Illness Centre (LAIC) (Indirect)  
**Status:** Weekly

**Position Summary:** *Companion Program Volunteers* support clients and their families to cultivate connection and promote quality of life. The volunteer is responsible for connecting with assigned clients/families to offer companionship and resourcing, while assessing and supporting their needs within the volunteer's scope of practice. This position involves direct contact with clients in their homes, hospitals or hospices and/or via telephone. Providing emotional support and connection are the primary focus of duties. The position also contributes to a safe environment through knowledge and practice of the organization's policies and procedures.

**Primary Duties and Responsibilities:**

- Develop relationships with clients and their families through in person or virtual visits (phone or video)
- Schedule regular visits with the client/family determined by client preference and volunteer's availability
- Offer companionship and an empathic listening presence
- Assist to identify quality of life concerns
- Know how to find information about community resources and services and connect clients and families with those resources
- Assist clients and families find and make sense of information
- Provide family-directed innovative strategies that promote living well
- Anticipate what is coming and help clients and families to plan
- Assist clients with tasks in the home as determined by need and volunteer ability
- Maintaining documentation on all contact contacts and emailing these to the Program Coordinator for the client's electronic file
- Communicate concerns or issues related to the clients to the Program Coordinator
- Be aware of and report to the Program Coordinator any unsafe client practices or environmental risks
- Respecting and recognizing the need to maintain boundaries
- Respecting confidentiality as identified in the *Oath of Confidentiality Agreement* and volunteer policies
- Ensuring personal self-care and communicating concerns or issues related to the volunteer's personal well-being to staff as appropriate
- Attend the Companion Program Volunteer Training (in person or online)

- Complete required Occupational Health and Safety modules
- Liaise with the other volunteers and the Program Coordinator to expand knowledge and share experiences by participating in volunteer support groups and ongoing education

**Qualifications:**

- Willing to volunteer as part of a multi-disciplinary team
- Minimum one year Palliative or Hospice experience as a volunteer
- Current, or previous, experience in social services (e.g. counselling, social work, spiritual care, nursing) is an asset but not required
- Resourceful in seeking out information and resources
- Ability to develop compassionate, client-family centred relationships with those who are experiencing loss
- Demonstrate an appropriate level of self-awareness to provide optimal support
- Be aware of, and in agreement with, the philosophy and goals of Hospice Calgary
- Have reviewed and agree to the Hospice Calgary volunteer policies
- Have successfully completed or willing to attend the Interagency Volunteer Palliative Education Training
- Be able to honour the time commitment as arranged according to the needs of the clients' in the Companion program
- Participate in Hospice Calgary's volunteer screening process including Criminal Record Check and reference checks

**Volunteering Conditions:**

- Minimum 1-2 hours per week