



Bereavement Telephone Support Volunteer **Position Description**

Position Title: Bereavement Telephone Support Volunteer

Reports To: Director, Living With Advanced Illness Centre (Direct), Manager of Volunteer Services (Indirect)

Status: Monthly

Position Summary: *Bereavement Telephone Support Volunteers* help clients feel supported and gain information about the grief process. The volunteer will be responsible for making monthly calls to assigned family members requesting telephone support after the loss of a loved one through Rosedale Hospice or one of the Living With Advanced Illness Centre (LAIC) programs. Calls will be made from the volunteer's home or the SE offices one evening per month. The position also contributes to a safe environment through knowledge and practice of the organization's policies and procedures.

Primary Duties and Responsibilities:

- Contacting consenting bereaved adults after the death of a family member
- Maintaining contact records
- Following the prescribed phone conversation themes as outlined in the training document
- Allowing the person to express their feelings and listening to them without judgement
- Liaise with Director, LAIC as needed following calls made
- Identifying clients who appear to require additional support beyond a monthly phone call
- 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

Qualifications:

- Willing to volunteer as part of a multi-disciplinary team
- Current, or previous, experience in social services (e.g. counselling, social work, spiritual care) is an asset, but not required
- 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 Hospice Calgary volunteer training program or approved equivalent
- Be able to honour the time commitment as arranged according to the need of the specific program
- Participate in Hospice Calgary's volunteer screening process including *Criminal Record Check*, *Vulnerable Sector Search and reference checks*
- Genuine interest and aptitude for volunteering with recently bereaved families
- Demonstrates understanding of Hospice Calgary's Infection Prevention and Control Policy.

Volunteering Conditions:

- 3 hours monthly (evenings)