

VOLUNTEER POSITION GENERAL DESCRIPTION

Effective: September Oct 3, 2023

Our Purpose

Volunteer Services supports BC Cancer-Victoria to meet its goals to enhance patient and family experience. Volunteers work collaboratively alongside staff as important and valued team members.

Volunteer Services is a strategic partner, providing non-medical, person centred support and hospitality services to patients and their families.

Volunteer Services team members help patients and their families learn how and where to access information, and provide resources to support and encourage patient's active and informed participation in their own cancer journey.

Volunteers provide a unique role within the centre. Their focus is largely social with ample time to engage in conversation and share resource information to help patients feel comfortable and informed while waiting for appointments.

Time Commitment: Weekly four (4) hr shift for six months/100 hour minimum (8:30-12:30/ 12:30-4:30)

Position Responsible to: Regional Coordinator Volunteer Services.

Skills and Attributes:

- Reliable, punctual and able to commit to a regular schedule
- Understand and commit to maintaining highest safety and hygiene standards
- Compassionate, friendly, outgoing and empathetic communication style
- Ability to remain calm and help others to do so in emotionally charged situations
- Clear understanding of volunteer/patient and volunteer/staff boundaries
- Maintain confidentiality
- Ability to accept and provide feedback respectfully
- Sensitivity and openness to continually learning about health equity, Indigenous cultural safety, cultural diversity, and gender identity, as well as the different emotional responses to illness

Training:

- General orientation to the BC Cancer-Victoria
- Orientation to the impact of cancer care for patients and their families
- Indigenous cultural safety and gender diversity
- Orientation to the volunteer program
- Ongoing position specific and general training

Benefits:

- Volunteering provides an opportunity to directly impact the lives of patients and their families – the support of a volunteer can make a significant difference in their journey
- Personal fulfillment - being an important member of the team, provide joy and purpose, grow as an individual and broaden your cultural competence
- Education opportunities – insights into the healthcare system and a greater understanding of the patient's perspective
- Experience and skill development – it allows for the development of various skills such as communication, empathy, problem solving and teamwork -
- Letter of reference if minimum requirements have been met

Success Measures:

- Feedback from patients, guests, staff and other volunteers on your team
- Self evaluation
- Regular check in with Regional Coordinator of Volunteer Services