

## VOLUNTEER POSITION DESCRIPTION

<b>Position Title:</b> Health Services Volunteer	<b>Locations:</b> 3038 Hurontario Street, Suite 306, Mississauga 415 Matheson Blvd. E, Mississauga 245 Queen Street, Unit 2, Brampton
<b><u>Responsibilities and Duties:</u></b> <i>(but not limited to)</i> <ul style="list-style-type: none"> <li>▪ Welcome clients upon their arrival and assist with settling them into the program.</li> <li>▪ Assist in planning and implementing social and recreation activities such as games, cards, indoor gardening.</li> <li>▪ Participate in social and recreational activities with clients and assist them with their exercises as required.</li> <li>▪ Support clients to participate in the activities or provide on-on-one attention as needed.</li> <li>▪ Read books/newspapers to clients and assist them with one-on-one drawing, writing or speech exercises.</li> <li>▪ Assist clients with mobility challenges.</li> <li>▪ Help staff prepare clients for lunch and assist with setup, serving and <i>feeding (if trained and designated only)</i>.</li> <li>▪ Provide relief reception duties - answering telephones, welcoming clients, taking accurate messages etc.</li> <li>▪ Interact with clients in a professional and polite manner.</li> <li>▪ Become familiar with the agency's programs, services, practices and staff.</li> <li>▪ Complete all tasks and responsibilities within assigned timelines.</li> <li>▪ Notify the supervisor of absences and/or lateness; Volunteer Services Coordinator must be advised of extended absences.</li> <li>▪ Adhere to the vision, mission and guiding values of the organization and the Health Services Program.</li> <li>▪ Maintain confidentiality of clients, staff and peers.</li> <li>▪ Represent Indus in a professional manner at all times.</li> <li>▪ Arrive on time and be committed to the agency and the agreed upon hours.</li> <li>▪ Assist with all other duties as assigned.</li> </ul>	
<b><u>Qualifications and Skills:</u></b> <ul style="list-style-type: none"> <li>▪ Patient, caring and compassionate; be able to establish good rapport with clients.</li> <li>▪ Experience working with frail, elderly and/or cognitively impaired seniors (an asset).</li> <li>▪ Physical ability to assist someone from a sitting to standing position, assist clients with mobility aids, lift light equipment.</li> <li>▪ Well-developed interpersonal and communication skills (English as well as one or more South Asian languages).</li> <li>▪ Sensitivity to the needs and challenges of the client population.</li> <li>▪ Must demonstrate flexibility and adaptability; responsible, reliable, self-motivated and detail-oriented.</li> <li>▪ Respect confidentiality at all times.</li> <li>▪ Able to work as a team with site staff, and sensitive to cultural, linguistic and religious diversity.</li> <li>▪ Ability to take direction from staff at all levels.</li> <li>▪ Must complete all required volunteer orientation and training sessions.</li> </ul>	

Note: This description is intended as a guide to reflect the principal functions of the role. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.