



## Role Description

### Good Samaritan Program Support Hospitality Volunteer

#### General description

Program support Recreation volunteers assist in their assigned areas as directed by the supervising department staff (Hospitality). Specific training for tasks will be provided by the supervising department.

Hospitality Volunteers assist with activities such as greeting, welcome wagon teams, friendly visiting, and dining room prep. This role may include task and skills such as:

- Food service support – preparing condiment containers, organization and coordinating dining room resources, setting and clearing tables, organizing and stocking groceries
- Mealtime assistance – porter residents to and from tables, assisting with distribution of meals and drinks, socializing and engaging with resident
- Recycling and waste collection

Program support volunteers work under the indirect supervision of staff for the enhancement of resident comfort. This role involves direct interaction with residents in public and private areas of the care home, as well as access to confidential information about residents contact information or health status.

All volunteers are responsible for conducting themselves according to the Volunteer Code of Conduct. Please connect with your volunteer services staff with any questions, concerns or comments.

#### Mission, Vision, and Values

**Our mission** is to extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.

**Our vision** is to grow in strength, excellence and creativity in caring for others.

**Our values** are to be in Healthy Relationships, Hospitable Environments, and Servant Leadership.

#### Work Safety Commitment

The Good Samaritan Society is committed to achieving and maintaining excellence in health, safety, wellness and the Environment in all of its operations. Maintaining a safe working culture is everyone's responsibility. We must continually identify, assess, report and control possible risks to the health and safety of ourselves, our co-workers, volunteers, contractors, our residents and the public within the communities, which we operate.

**Tasks may include:**

- Assist with set up and clean up, if necessary
- Porter/accompany residents to and from activity area
- Communicate with residents, staff and visitors
- Initiating and encouraging participation in activities
- Supporting, encouraging and valuing residents
- Following direction of staff

**Skills required:**

- Good communication skills
- Patient, flexible, desire to assist, encouraging and supportive
- Interest in supporting elders and/or persons with a disability
- Reliable team player, ability to follow directions

**Benefits:****To Client/Resident:**

- Develop relationships
- Enhance socialization and stimulation of physical and cognitive abilities

**To Volunteer:**

- Develop relationships
- Develop or improve skills in supportive environment
- Increase awareness of elders and/or persons with a disability
- Have fun

**To Staff:**

- Enhance programming
- Effective stewardship of resources

**Resources available:**

- Staff support
- Educational opportunities
- Appropriate handouts

**Other information/notes:**

Each time you come to volunteer, please:

- wear your nametag;
- sign-in/out for your service;
- use good hand hygiene; and,
- do not come for volunteer service when you are not feeling well.

Thanks for being a Good Samaritan!