



**Position Title:** Active Living Centre Volunteer

**Department:** Active Living Centre

**Reports to:** Program Staff, Supervisor or Manager

**Program Description:**

The Active Living Centre provides therapeutic, social and recreational programs for older adults who may be frail and or have a cognitive impairment such as dementia. It also provides respite and support for caregivers.

**Position Summary:**

The volunteer works directly with program staff, to provide a holistic approach in delivering meaningful activities for a diverse population. The volunteers assist program staff by socializing with clients and help facilitate program activities. The volunteer is supportive in fostering the maintenance of a client's abilities and, where appropriate, the enhancement of those abilities through the organization of activities that are designed to stimulate and respond to the client's individual interests and abilities.

**Quality, Health & Safety/Risk Management:**

In order to reduce risk to clients, employees, volunteers and the agency, SPRINT Senior Care expects that all employees and volunteers will work within the mandate of their job description, and abide by the policies and procedures of the agency. Each individual is responsible for his/her own safety as well as that of fellow employees and volunteers.

SPRINT Senior Care expects every employee and volunteer to work and participate in quality improvement efforts. This is an organizational philosophy that seeks to meet clients' needs and exceed their expectations by using a structured process that selectively identifies and improves all aspects of service.

**Training:**

- Orientation package
- Participate in an orientation session lead by the Program Coordinator or Program Manager
- Attend training sessions when possible

### **Service Responsibilities:**

- Willingness to learn and increase knowledge about dementia
- Willingness and ability to assist older adults with cognitive impairments
- Maintain client confidentiality at all times
- Interact, engage and socialize with clients
- Under staff direction, may assist in serving meals and snacks
- Assist in physical set-up of the room and keeping program area tidy

### **Time, Commitment:**

- To establish regular days and times for volunteering at the program
- Programs run:
  - Monday - Friday: 9:30 am – 6:30 pm
  - Saturday: 9:30 am – 3:00 pm
- Volunteers should consider a four month commitment

### **Organizational Responsibilities:**

- Participates positively and contributes to the positive image of SPRINT Senior Care in the community.
- Adheres to and participates in all SPRINT Senior Care system requirements (as appropriate).

### **Success Measures:**

- Positive feedback from staff
- Clients pleased with service
- Satisfaction from the volunteer

### **Benefits and Challenges:**

- Helping older adults in the community
- Developing new friendships
- Communicating with persons with dementia may be a challenge (training will be provided)

### **Qualifications:**

- Must be 16 years of age or older
- Ability to exercise sound judgment, flexibility and to work as part of a team
- Excellent communication, organizational and interpersonal skills
- Experience in a group setting and in working with cognitively impaired seniors
- Ability to focus on the needs of an elderly person or individual with disabilities
- Ability to be patient, understanding and compassionate
- Satisfactory Police Records check

Updated September 2016



**Ontario**  
Toronto Central Local Health  
Integration Network



**United Way**  
Member Agency