



## Engagement Description

### PLAY AND LEARN

<b>Position Objective:</b>	
Assist professional care team with direct guest care as to enhance the quality of life for the child and his/her family during their stay at Roger Neilson House.	
<b>Roles and Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Learn of guests' admissions and needs upon arrival</li> <li>• Communicate with Recreational Therapists and nursing staff upon arrival and after shift</li> <li>• Interact with guests, siblings, and family members</li> <li>• Be present in the capacity that families require</li> <li>• Accompany guests and entertain by the bedside, in the playroom and or Snoezelen Room or as required</li> <li>• Support families as needed</li> <li>• Ensure confidentiality of materials and information related to the house and it's guests</li> <li>• Record hours worked</li> <li>• Perform other related duties, as required</li> </ul>	
<b>Skills:</b>	
<ul style="list-style-type: none"> <li>• Demonstrated genuine interest in children and families</li> <li>• Experience interacting with people with special needs</li> <li>• Excellent understanding of pediatric palliative care</li> <li>• Good communication skills, bilingualism an asset (Other language an asset)</li> <li>• Excellent listening and interpersonal skills</li> <li>• Ability to work independently and as a team member</li> <li>• Good organizational skills</li> <li>• Tact and diplomacy in dealing with people</li> <li>• Flexible and sensitive to the needs of guests, siblings and parents</li> </ul>	
<b>Volunteer Reports to:</b>	<ul style="list-style-type: none"> <li>• Manager, Community Engagement and Volunteer Relations</li> <li>• Nursing Staff and Recreational Therapists</li> </ul>
<b>Training Required:</b> <i>(credited for volunteer hours)</i>	<ul style="list-style-type: none"> <li>• Volunteer Information Session (2 hrs)</li> <li>• Volunteer online Hospice &amp; Palliative Care training (20 hrs)</li> <li>• Volunteer Orientation, Health &amp; Safety tour of Roger Neilson House (2 hrs)</li> <li>• Buddy Training (4 hrs)</li> <li>• In-class training for volunteers providing child &amp; family direct care (12 hrs) – <i>expected to attend the next available training session</i></li> </ul>
<b>Training (Optional):</b> <i>(credited for volunteer hours)</i>	<ul style="list-style-type: none"> <li>• Workshops</li> <li>• Volunteer Meetings</li> </ul>
<b>Time Required:</b>	4 hour shifts – twice a month minimum
<b>Position Length:</b>	A commitment of 1 year
<b>Support Provided:</b>	Support and training opportunities – See Volunteer Support: Caring for the Carer (attached)

#### About Roger Neilson House

Roger Neilson House is an eight-bed pediatric residential hospice that welcomes families with children/youth who are living with a life limiting illness that results in increased pain and symptoms and a progressive decline of health.