



St. Patrick's Home of Ottawa Inc  
**VOLUNTEER SERVICES**

**DESCRIPTION OF VOLUNTEER PARTICIPATION**

**Position:**                   **SECOND ROUND CLERK**

**Purpose:**                    To assist Residents and general public with shopping

**Tasks and Responsibilities:**

1. Obtain the Second Round keys and cash box from the receptionist
2. Sort donations of clothing and other items received. Bag what is not appropriate for the Second Round, mark bags "Salvation Army" and get maintenance to dispose of it by filing a maintenance requisition form
3. Hang clothes on appropriate racks according to size
4. Serve clients with a smile
5. Receive cash money for clients for items sold
6. Complete the day's "Receipt Form" and drop it in the mail slot in the business office
7. Maintain a record of what was sold for the day, leave notes for the next volunteer if necessary
8. Keep the Second Round room clean, tidy and safe for the residents
9. Lock up and return the keys and cash box to the receptionist.
10. Have "sales" to allow for more space as needed
11. Other related responsibilities

**Time Commitment:**

— 10:30 a.m. to 2:30 p.m. Monday to Friday

**Skills and Qualifications:**

- Honest
- Good health
- Good interpersonal skills, sociable, patient
- Honest, reliable and committed to time chosen
- Ability to deal with public
- Knowledge and understanding of the needs of the elderly
- Responsible and comfortable handling money
- Ability to follow instructions and work independently

**Orientation and Training:**

- A general orientation to the Home will be provided prior to beginning your responsibilities
- On the job training with an experienced volunteer
- Wheelchair safety and etiquette
- Familiarization with emergency codes and procedures

- Attendance to Fire & Safety, Infection Control, Abuse Prevention and Values Covenant programs is compulsory as soon as possible following the start of your assignment, yearly thereafter
- Professional educational opportunities are provided as appropriate

### **Health and Safety:**

- The safety of the resident, staff/volunteers is inherent in all aspects of each person's responsibilities. Vigilance to safety includes delivery of direct resident care as well as the living environment of each resident and working conditions for all staff/volunteers and visitors.
- All workers under the Occupational Health and Safety Act have the responsibility to observe safe work practices, avoid risks and to use common sense. Any hazardous conditions or accidents whether anyone is hurt or not, should be reported immediately to the Coordinator of Volunteer Services.
- Volunteers should not come to St. Pat's if they are ill, have a rash, cold or other infectious disease
- Handwashing is the best infection control.
- Influenza immunization is strongly recommended

### **Limits and Boundaries:**

- Cash payments or personal cheques accepted.
- If a residents requires assistance in trying on clothes, allow her to take it to her room so the nurse can help her with it. Keep a record of who took items and the amount owed.
- Volunteers who do not adhere to the rules and procedures of the Home or who fail to satisfactorily perform their volunteer assignment are subject to dismissal

### **Accountability:**

- Responsible to the Coordinator of Volunteers Services

### **Benefits:**

- Opportunity to develop friendship with Seniors, staff and volunteer colleagues
- Exposure to the operation of St. Patrick's Home and the field of gerontology
- Free parking
- Meal ticket issued to volunteers working the whole shift
- Recognition events throughout the year
- Reference for future employment and/or educational pursuits can be obtained upon termination if a volunteer has been engaged for more than 40 hours