



Winnipeg Regional  
Health Authority  
*Caring for Health*

Office régional de la  
santé de Winnipeg  
*À l'écoute de notre santé*

# **Enhancing Volunteer Services Through the use of a Community Development and Public Engagement Framework**

**Updated May 2018  
Original 2007**

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## **Introduction**

This document has been developed to support Winnipeg Regional Health Authority (WRHA) staff, Community Facilitators and Public Engagement Facilitators in their efforts to engage members of the community through their work with WRHA Volunteer Services. This document serves as an informative guide to WRHA staff who work with or directly supervise volunteers in their program/community areas; providing examples of volunteer activity currently underway at the WRHA and the ways in which WRHA staff can support effective volunteer involvement.

The guidelines in this document are based on the values, guiding principles and standards for volunteer involvement contained in the *Canadian Code for Volunteer Involvement*<sup>1</sup> (CCVI) which has been adopted by WRHA Volunteer Services.

Recognizing volunteerism as a form of meaningful community participation, the WRHA Community Development and Public Engagement Framework includes:

- The promotion of organizational development;
- The facilitation of networking and inter-sectoral collaboration; and
- The support and facilitation of local area development.

Adopted in 2003 by the WRHA, the *Canadian Code for Volunteer Involvement (CCVI)*:

- communicates the values and benefits received from volunteer involvement;
- provides a framework for decision making, taking into account organizational values and guiding principles; and
- develops standards for involving volunteers in meaningful ways to ensure successful integration of volunteers for both the organization and its volunteers.

The *Enhancing Volunteer Services Through the use of a Community Development and Public Engagement Framework* document will continue to serve as a tool for discussion to assess current knowledge, attitudes and readiness for volunteer involvement within the WRHA. The document is regularly updated with the addition of new reference material and examples of on-going work in the area of WRHA Volunteer Services, as well as best practice in the area of Volunteer Management.

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<sup>1</sup> [The Canadian Code for Volunteer Involvement](http://www.volunteer.ca). Volunteer Canada, 2017. (www.volunteer.ca)

## **Trends in Volunteerism**

Engaging community members to participate in WRHA activities can be challenging, given the trends in volunteerism today. There are over 170,000 not-for-profit organizations registered in Canada<sup>2</sup>; each competing for volunteer resources to support their respective programs and initiatives. The 2013 General Social Survey: Giving, Volunteering and Participating found the average number of Canadians volunteering has decreased<sup>3</sup> compared to the previous reporting period in 2010, which places a greater pressure on organizations to effectively attract and retain their volunteers. In an effort to recruit and keep volunteers engaged, it is important to understand what motivates people to volunteer. In 2010, among those Canadians who do choose to volunteer, almost all (93%) volunteers said that making a contribution to the community was a key motivating factor in their decision. Slightly more than three-quarters (78%) said they wanted to make good use of their skills and experiences; over one-half (59%) said that they had been personally affected by the cause the organization represented or supported. Almost one-half had become volunteers because they had friends who were involved (48%), they wanted to learn what their strengths were (48%), or they wanted to network with others or meet new people (46%). Less than one-quarter said they wanted to improve the job opportunities available to them (22%) or undertook volunteer work to meet religious obligations or beliefs (21%).<sup>4</sup>

The following values, principles and organizational standards for volunteer involvement reflect the Winnipeg Regional Health Authority's appreciation and respect for the underlying motivations, interests and needs of individual citizens, as well as those organizations the WRHA partners with to utilize shared volunteer resources.

## **Values for Volunteer Involvement**

In meeting the WRHA's mission and vision, the WRHA Volunteer Services program (Community Health and Corporate Services) will, through meaningful public engagement, develop effective partnerships, mobilize appropriate volunteer and community resources, support a positive working environment and enhance the WRHA's capacity to support and deliver quality services.

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<sup>2</sup> Volunteer Canada ([www.volunteer.ca](http://www.volunteer.ca))

<sup>3</sup> 2013 General Social Survey: Giving, Volunteering and Participating

<sup>4</sup> 2010 National Survey on Giving, Volunteering and Participating

WRHA Volunteer Services has adopted the Values for Volunteer Involvement within the *Canadian Code for Volunteer Involvement (CCVI)* as follows:

*Volunteer involvement is fundamental to a healthy and democratic society in Canada*

- It promotes civic engagement and active participation in shaping the society we want.
- It encourages everyone to play a role and contribute to the quality of life in communities.

*Volunteer involvement is vital for strong and connected communities*

- It promotes change and development through the collective efforts of those who know the community best.
- It identifies and supports local strengths and assets to respond to community challenges while strengthening the social fabric.

*Volunteer involvement builds the capacity of organizations*

- It provides organizations with the skills, talents and perspectives that are essential to their relevance, vitality and sustainability.
- It increases the capacity of organizations to accomplish their goals through programs and services that respond to and are reflective of the unique characteristics and needs of their communities.

*Volunteer involvement is personal*

- It promotes a sense of belonging and general wellbeing.
- It provides the opportunity for individuals to engage according to their personal preferences, interests, skills and motivations.

*Volunteering is about building relationships*

- It connects people to the causes they care about, and allows community outcomes and personal goals to be met within a spectrum of engagement.
- It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to connect with and contribute to building community.

## **WRHA Guiding Principles for Volunteer Involvement**

- Volunteers will assist WRHA staff in providing quality services to clients and communities by sharing their skills and talents.
- Volunteer engagement at the WRHA supports meaningful public participation.
- The WRHA Volunteer Services Program works collaboratively and cooperatively, with staff, volunteers and other organizations, thus ensuring that services are not duplicated.
- The WRHA is committed to building capacity in communities and achieving service excellence.
- Volunteering is a learning experience for both the volunteer and WRHA staff.

## **The WRHA 2-pronged approach**

The WRHA will not be in competition with community organizations and initiatives which also engage volunteers. In order to ensure that the WRHA continues to support collaborative efforts with community organizations and initiatives, a 2-pronged approach to the engagement of volunteers has been adopted. This 2-pronged approach includes:

- 1) Volunteers who register directly with WRHA Volunteer Services; and
- 2) Collaborative Volunteers who are individuals who are registered with, and work on behalf of another agency as a volunteer; however part of their volunteer role also assists with WRHA services or programs. These volunteers do not need to undergo WRHA's screening procedures unless the requirements of the role have not been met by the collaborative organization.

## **Complementary Role of Community Facilitators**

Community Facilitators are presented with a number of opportunities to engage staff and members of the community through their work with Volunteer Services:

### **Organizational Capacity Building**

- Opportunities exist for all staff to create broader connections with the community. Volunteers may be drawn from communities that do not often participate in local area networks or come into contact with health and social services.

### **Inter-Sectoral Networking**

- Opportunities exist for Community Facilitators to offer community groups assistance in developing and growing their own volunteer programs. This includes sharing WRHA Volunteer Management resources, offering support in recruiting and matching volunteers with their organization, etc.
- Inter-agency support also can support locality development by supporting smaller organizations in building their own capacity.

### **Locality Development**

- Over time, community and organizational capacity (knowledge, skills and experience) will translate into greater engagement in community driven initiatives.
- Volunteers can support individuals in the community. Volunteers have the opportunity to develop work and life skills and gain an understanding of health related careers experienced through volunteering.
- Through our ability to have partnering volunteer opportunities, volunteerism supports community activities and hence locality development.

## **Integration and Linkage of Community Development Framework to Concepts of Public Engagement through Volunteer Services**

Public engagement, public participation and other related terms such as citizen engagement, community involvement, community engagement, community participation and public involvement are widely used in the literature.

‘Public participation’ means to involve those who are affected by a decision in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision. (International Association for Public Participation, 2016)

It is the process by which an organization consults interested or affected stakeholders, individuals, organizations, communities, and government entities, before making a decision.

The WRHA has developed guiding principles for public and patient engagement which include the following beliefs:

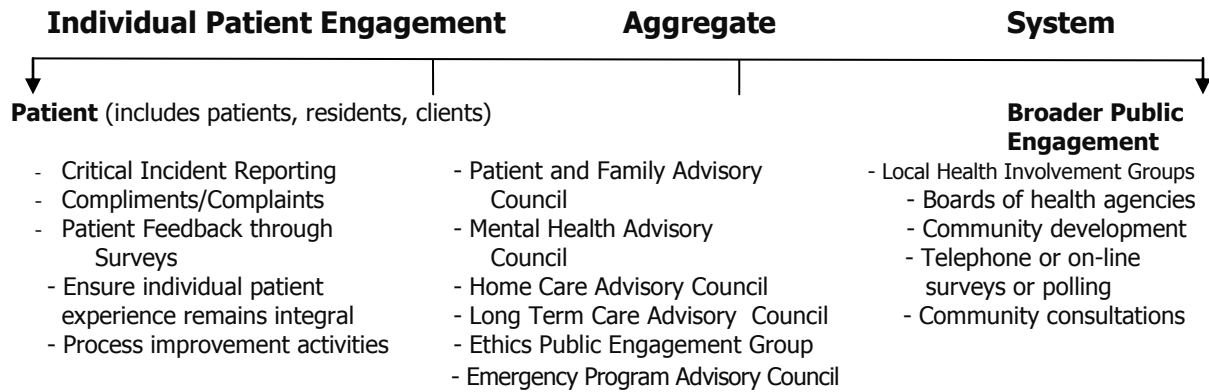
- That those who are affected by a decision (all recipients of health care services) have a right to be involved in the decision-making process and that the public is a critically important stakeholder in health care;
- That public engagement is a transparent process that builds trust and a sense of shared ownership of the system-- that it must be meaningful and be approached with an openness to receive the input and a readiness to make changes;
- That input from diverse populations, especially the most vulnerable is key and that the engagement approach must be adjusted to the population that we are working with; and,
- That we need to ensure that engaged participants know how their input impacted the influenced the decision-making process.

The practice of public engagement and patient engagement can be carried out in a variety of ways, using a variety of approaches. Possible approaches include -- community meetings and/or workshops, surveys (in-person, over the phone, or on-line), polling, on-going advisory committees, key stakeholder interviews, and focus groups.



The WRHA views public and patient engagement across a continuum – from the individual or patient level of engagement all the way to the system level where there is broader public engagement. Between these, lies aggregate or program engagement where clients and family members participate as part of a group engagement activity – an advisory council or focus group for input on a specific program, project, or issue. It is critical that we ensure there are ample and accessible ways for the members of the public to participate in engagement across this continuum. Depending on the level of engagement and type of activity, the public may or may not be registered as a volunteer with WRHA Volunteer Services.

### Continuum of Patient to Public Engagement in Health

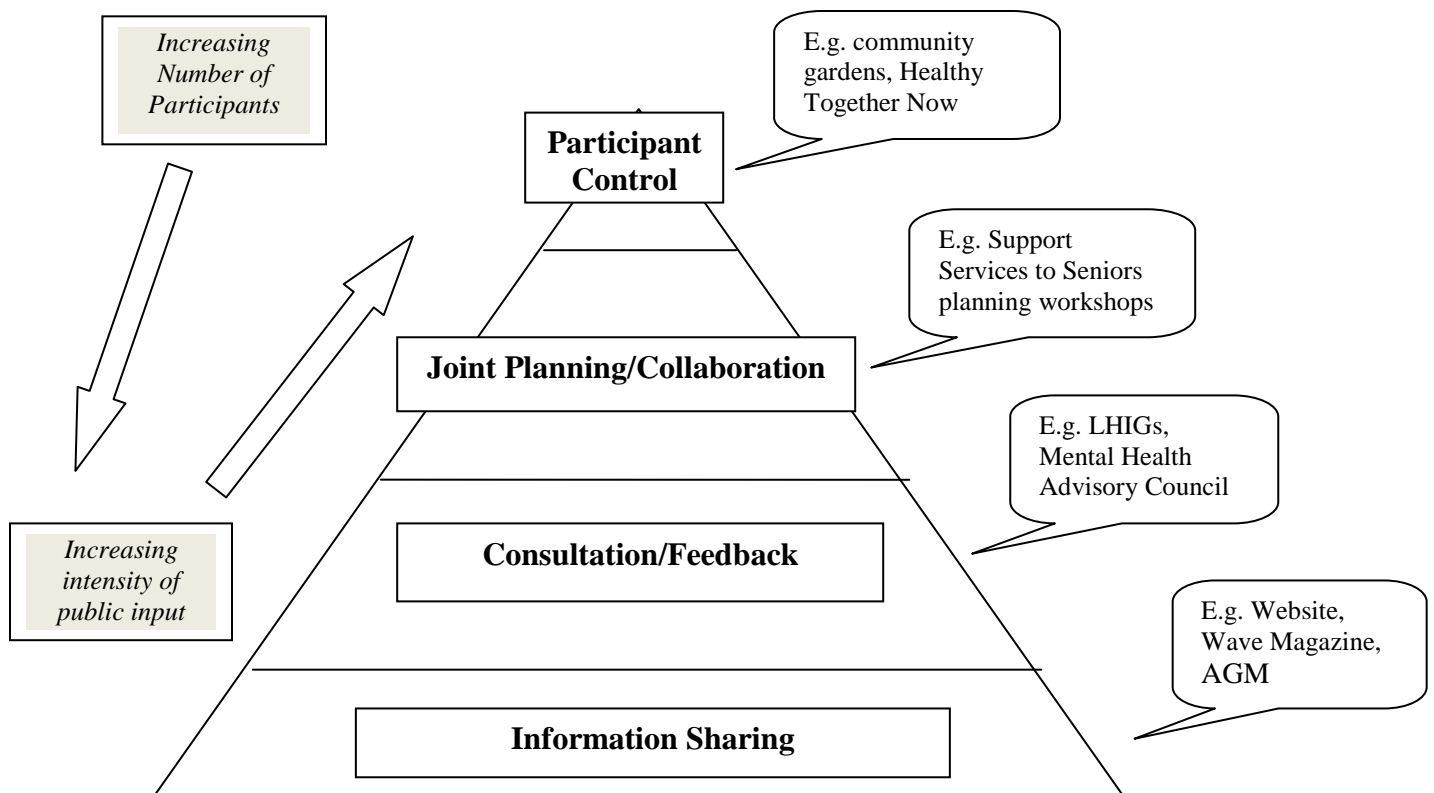


The Local Health Involvement Groups (LHIGs) are a large component of the WRHA's broader public engagement strategy. Their members are all registered as WRHA Volunteers. The LHIGs complement other program and population-specific engagement initiatives. LHIGs advise the regional Board and provide an opportunity for members of the public to explore, discuss, and provide their perspectives and ideas to address important issues impacting health care services in order to enhance the region's understanding of these issues and better meet the needs of the populations that receive these services.

Public engagement may range from passive (e.g. informing, consultation and participation) to proactive (e.g. collaboration, empowerment and development) (Mason et al, 2008 and International Association for Public Participation, 2007).

Public engagement encompasses a full range of activities from sharing information, to actively pursuing participant feedback, to jointly planning and to community organizing for health at a grassroots level – see figure below.

### **WRHA Engagement Model**



## WRHA Organizational Standards for Volunteer Involvement

WRHA adopted the *Canadian Code for Volunteer Involvement* (CCVI) in 2003. Since then, CCVI has been updated and has ten (10) standards which provide guidance to organizations in demonstrating a commitment to engage and support volunteers in a meaningful and responsible way. Each standard is listed below along with the identified corresponding activities which are supported by WRHA Volunteer Services, Placement Supervisors (WRHA Staff) and Community Facilitators.

STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<p><b>Standard 1: Mission Based Approach</b> The Board of Directors and senior staff acknowledge, articulate and support the vital role of volunteers in achieving the organization's purpose or mission. Volunteer roles are clearly linked to the organization's mission.</p>	<p>Congruent with WRHA vision, values, and principles; support and promote WRHA Volunteer Services' values and guiding principles for volunteer involvement. <u>Organizational Capacity Building</u></p>	<p>Same</p>	<p>Same</p>
<p><b>Standard 2: Human Resources</b> The organization has an integrated human resources approach that includes paid employees, students and volunteers. Volunteers are welcomed and treated as</p>	<p>Supports a team approach to volunteer management by acting as a resource to WRHA leadership teams and individual staff designated to supervise volunteers (placement supervisors<sup>5</sup>) in developing knowledge, skills and</p>	<p>Placement Supervisor is identified for each volunteer activity.</p> <p>Introduces the volunteer to staff, fellow volunteers and persons receiving health services as appropriate.</p>	<p>Creates broader connections with the community. Volunteers may be drawn from communities that do not often participate in local area networks or come into contact with health and social services. <u>Community</u></p>

<sup>5</sup> Refer to Appendix 4 "Roles and Responsibilities of Placement Supervisors".

STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<p><b>Standard 2: Continued</b></p> <p>valued and integral members of the organization’s human resources team. Support for volunteer involvement includes providing appropriate resources.</p>	<p>commitment to working effectively with volunteers. <u>Individual and Organizational Capacity Building</u></p>		<p><u>Participation</u></p>
<p><b>Standard 3: Infrastructure for Volunteer Involvement</b></p> <p>The organization adopts a policy framework and administrative procedures that define and support the involvement of volunteers. The organization has the required resources in place and has designated a qualified individual(s) responsible for supporting volunteer involvement. Standardized documentation, records management practices and procedures follow current relevant legislation.</p>	<p>Oversees the development and promotes awareness of WRHA Volunteer Services.</p> <p>Has adopted the Canadian Code for Volunteer Involvement (CCVI) and the Guiding Principles are communicated to Staff and volunteers.</p> <p>Volunteer Services has policies and good practice guidelines (on Insite) <u>Organizational Capacity Building</u></p> <p>Educates community area staff on the roles and responsibilities of volunteer placement supervisors. <u>Organizational Capacity Building</u></p>	<p>Is familiar with and supports policies and good practice guidelines for volunteer involvement within the WRHA.</p>	<p>Experience working with volunteers and knowledge of elements of the volunteer management cycle<sup>6</sup> are an asset to Community Facilitators.</p> <p>Shares guidelines with other organizations to increase their capacity to manage volunteer resources. <u>Organizational Capacity Building and Locality Development</u></p> <p>Promoting the involvement of volunteers when planning programs within community area. <u>Public Participation</u></p>

<sup>6</sup> A diagram of the “Volunteer Management Cycle” is located in the appendix.

STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<p><b><i>Standard 3 Continued</i></b></p>	<p>Shares guidelines with other organizations to increase their capacity to manage volunteer resources. <u><i>Organizational Capacity Building and Locality Development</i></u></p>		
<p><b><i>Standard 4: Evaluation: Tracking, Measuring and Reporting</i></b> The organization measures and evaluates the effectiveness of its volunteer involvement strategy in helping to support its mandate. An evaluation framework is in place to assess the performance of individual volunteers and gauge volunteer satisfaction. Standardized documentation, records management practices and procedures track and record volunteer involvement.</p>	<p>Leads strategic planning for Volunteer Services.</p> <p>Develops and monitors quality plans based on articulated goals and objectives.</p> <p>Conducts volunteer exit questionnaires and volunteer evaluations of Volunteer Services to ensure quality of the volunteer experience.</p> <p>Supports the implementation and ongoing use of an electronic record keeping system/database for volunteers. <u><i>Organizational Capacity Building</i></u></p>	<p>Provides feedback on volunteers on a regular basis (evaluation templates available on INSITE),</p> <p>May collect and submit volunteer hours of service on a quarterly basis to Volunteer Services.</p> <p>Assists with revising and updating their volunteer placement(s).</p>	<p>Where appropriate, assist with gathering input from stakeholders in the evaluation of programs supported by volunteers. <u><i>Organizational Capacity Building</i></u></p>

STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<p><b><i>Standard 5: Volunteer Roles and Recruitment</i></b>  Volunteer roles contribute to the mission of the organization and clearly identify the skills and abilities needed. Volunteer roles involve volunteers in meaningful ways that reflect their skills, needs, interests and backgrounds. Volunteer recruitment incorporates a broad range of strategies to reach out to diverse sources of volunteers.</p>	<p>Congruent with <u><i>Community Development Purpose and Principles</i></u><sup>7</sup>, develops meaningful volunteer roles that reflect the needs of volunteers and the organization.</p> <p>Guides staff in the drafting of volunteer activity descriptions<sup>8</sup>.  <u><i>Organization Capacity Building</i></u></p> <p>Builds capacity of individual volunteers by identifying opportunities for skill development within volunteer roles. <u><i>Individual Capacity Building</i></u></p> <p>Continuously seeks opportunities to promote volunteer opportunities within the WRHA. This includes but is not limited to attending recruitment fairs, conducting presentations to groups, posting recruitment notices in print and web based media.  Promotes WRHA values and</p>	<p>Participates in the job design process by providing Volunteer Services with detailed information about the required tasks and skills needed for the volunteer placement.</p> <p>Advises Volunteer Services of additional requirements for volunteers or changes in status of volunteers placed in their program/service area.</p>	<p>Encourages volunteer participation in WRHA activities wherever appropriate.<sup>9</sup>  <u><i>Public Participation</i></u></p> <p>Assists in recruiting volunteers to support WRHA activities, capitalizing on the relationships already forged with the local community.</p> <p>Promotes volunteer service opportunities in the places where people live, work and play highlighting the opportunities for personal skill development and contributions to health care planned and delivered in their community.  <u><i>Locality Development</i></u></p> <p>Facilitates volunteer collaborations between the WRHA and community groups/organizations, such as schools or faith based</p>

<sup>7</sup> WRHA Community Development Framework

<sup>8</sup> A listing of WRHA volunteer roles and a Volunteer Activity Description template are located in the appendix.

<sup>9</sup> WRHA Community Development Framework

STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<b>Standard 5 Continued</b>	principles when recruiting volunteers.		organizations that may be able to assist with WRHA special events/projects. <u>Inter-sectoral Networking</u>
<p><b>Standard 6: Risk Management</b> Risk management procedures are in place to assess, manage and/ or mitigate potential risks to the volunteers, the organization, its clients, staff, members and participants that may result from the delivery of a volunteer-led program or service. Applicable Health and Safety protocols are followed. Each volunteer role is assessed for level of risk as part of the screening process.</p>	<p>Ensures policies and procedures and good practice guidelines are in place and are reviewed based on the WRHA policy criteria.</p> <p>Communicates Volunteer Services' policies and procedures and good practice guidelines to volunteers and staff.</p> <p>Ensure all volunteer activity descriptions are assessed for risk and are assigned a risk/screening level according to WRHA Volunteer Services procedures.</p>	In conjunction with Volunteer Services, identifies any potential risks for volunteer roles within their program area.	
<p><b>Standard 7: Screening</b> The organization has a clearly communicated and transparent screening process in place. It is</p>	Educates and promotes the use of volunteer screening standards and risk management practices to prospective volunteers,	Where appropriate, interviews and screens prospective volunteers for the placement(s).	Where prospective volunteers are well known to Community Facilitators, offers support by

STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<p><b>Standard 7 Continued</b></p> <p>aligned with the risk management approach and consistently applied across the organization. This may involve a Vulnerable Sector Check when vulnerable populations are involved. See Volunteer Canada's 10 Steps of Screening.</p>	<p>community organizations and WRHA community area staff. <u>Organizational Capacity Building</u></p> <p>Conducts interviews and screens prospective volunteers based on best practises and established standards.</p>		<p>accompanying them through the interview and placement process. <u>Individual Capacity Building</u></p>
<p><b>Standard 8: Orientation and Training</b></p> <p>Volunteers receive an orientation to the organization including the policies and practices appropriate to each role. Each volunteer also receives training specific to their role and their individual needs.</p>	<p>Ensures all volunteers receive orientation to WRHA and Volunteer Services. This includes a copy of the WRHA volunteer handbook, an Identification badge and a copy of the volunteer activity description which they sign.</p> <p>Increases WRHA's organizational capacity to deliver quality volunteer services by developing and delivering materials and training on how to effectively work with volunteers. <u>Organizational Capacity Building</u></p>	<p>Where appropriate, provides orientation to volunteers on the WRHA. <u>Organizational Capacity Building</u></p> <p>Ensures volunteers review the volunteer activity description, which outlines their role and responsibilities.</p> <p>Provides training to the specific duties of the placement as well as an orientation to the work site.</p>	<p>Refers community groups who identify a need to develop their volunteer programs to the consultative assistance provided by WRHA Volunteer Services. <u>Locality Development and Inter-sectoral Networking</u></p> <p>Advises Volunteer Services of local area events/workshops that may be of interest to volunteers.</p>



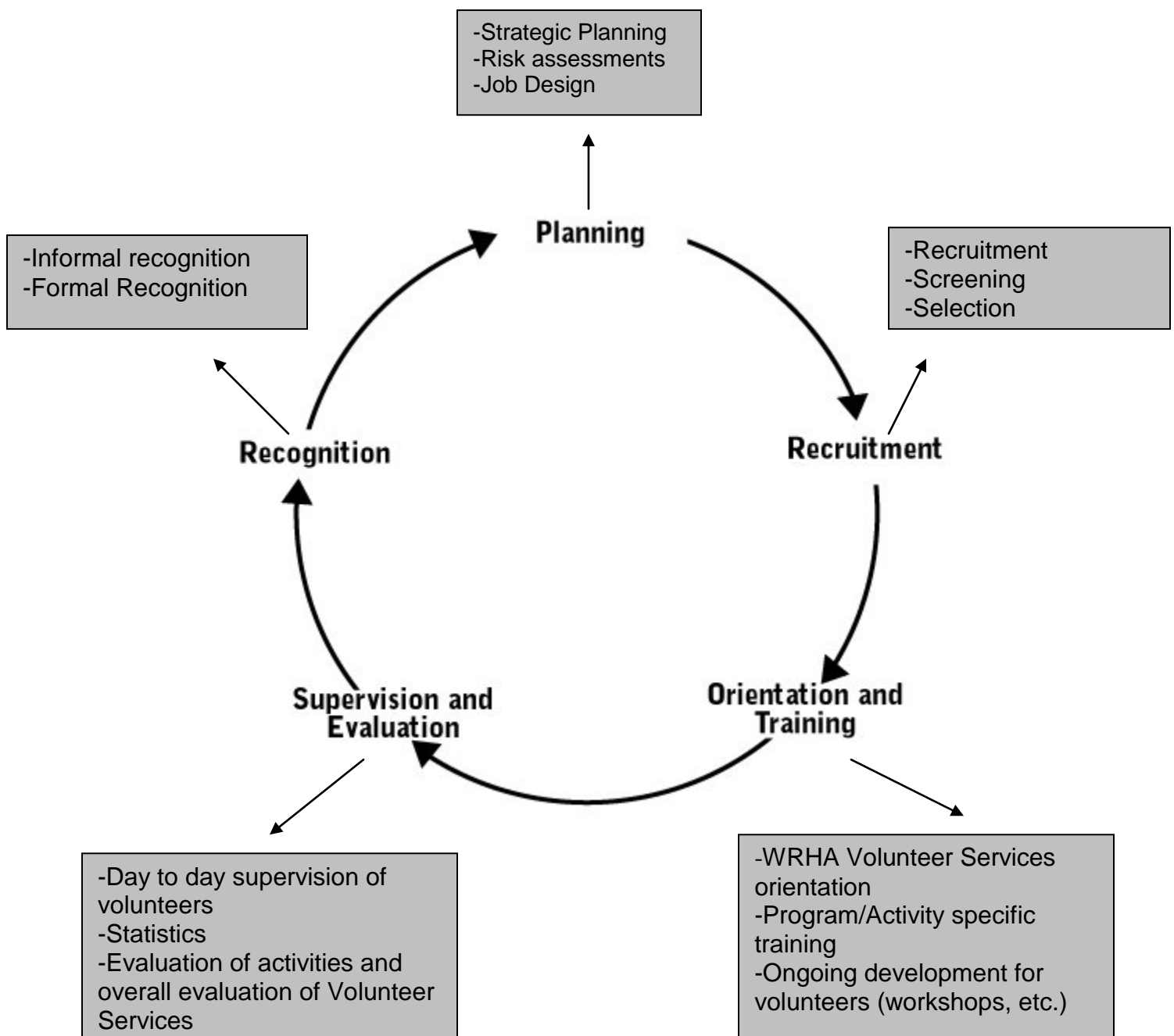
STANDARD	VOLUNTEER SERVICES	PLACEMENT SUPERVISOR	COMMUNITY FACILITATOR
<p><b>Standard 8 Continued</b></p>	<p>Provides consultative assistance to community groups to help them develop and grow their own volunteer programs. This includes sharing volunteer management resources and offering support in recruiting and matching volunteers to their organizations. <u>Locality Development and Inter-sectoral Networking</u></p> <p>Encourages volunteers to participate in local area events as well as WRHA training opportunities. <u>Individual Capacity Building</u></p>		
<p><b>Standard 9: Support and Supervision</b> Volunteers receive the level of support and supervision required for the role and are provided with regular opportunities to give and receive feedback.</p>	<p>Supports WRHA staff in carrying out their roles and responsibilities as placement supervisors. <u>Organizational Capacity Building</u></p>	<p>Answers questions volunteers may have about their placement on a day-to-day basis.</p> <p>Brings concerns brought forward by clients, volunteers or staff about an individual volunteer's performance to the attention of Volunteer Services.</p>	

<b>STANDARD</b>	<b>VOLUNTEER SERVICES</b>	<b>PLACEMENT SUPERVISOR</b>	<b>COMMUNITY FACILITATOR</b>
<p><b><i>Standard 10: Recognition: Valuing Volunteer Involvement</i></b>                      The organization acknowledges the contributions of volunteers using a range of recognition tools and activities that reflect the needs of the volunteer. The value and impact of volunteer contributions are understood and acknowledged within the organization and communicated to the volunteer. See Volunteer Canada’s 2013 Volunteer Recognition Study and PREB.</p>	<p>Ensures volunteers are recognized informally and formally on a year round basis. This includes creating a positive work culture for volunteers, assisting WRHA staff in the drafting of letters of reference for individual volunteers and writing articles on volunteer activities for communications targeted to WRHA staff, volunteers and the community at large.</p> <p>Organizes formal recognition activities for volunteers with the assistance of Community Facilitators and Volunteer Placement Supervisors.</p>	<p>Informally recognizes volunteers for their contribution to the program/service area on a regular basis.</p> <p>With their Leadership team, assists in the formal recognition of volunteers by attending and participating in events and activities delivered annually.</p>	<p>With their Community Area Leadership team, assists in the formal recognition of volunteers by attending and participating in events and activities delivered annually.</p> <p><u><i>Organizational and Individual Capacity Building</i></u></p>



## Appendix 1 - Volunteer Management Cycle

### Activities within each phase of the Volunteer Management Cycle



## **Appendix 2 - Volunteer Roles in WRHA Volunteer Services**

The following are current volunteer roles provided in Community Health and Corporate Services. This list is not exhaustive and new roles are developed as needs arise.

A sample of the volunteer activity descriptions can be accessed on WRHA Intranet (Insite) at:

<http://home.WRHA.mb.ca/corp/volunteer/activity.php>

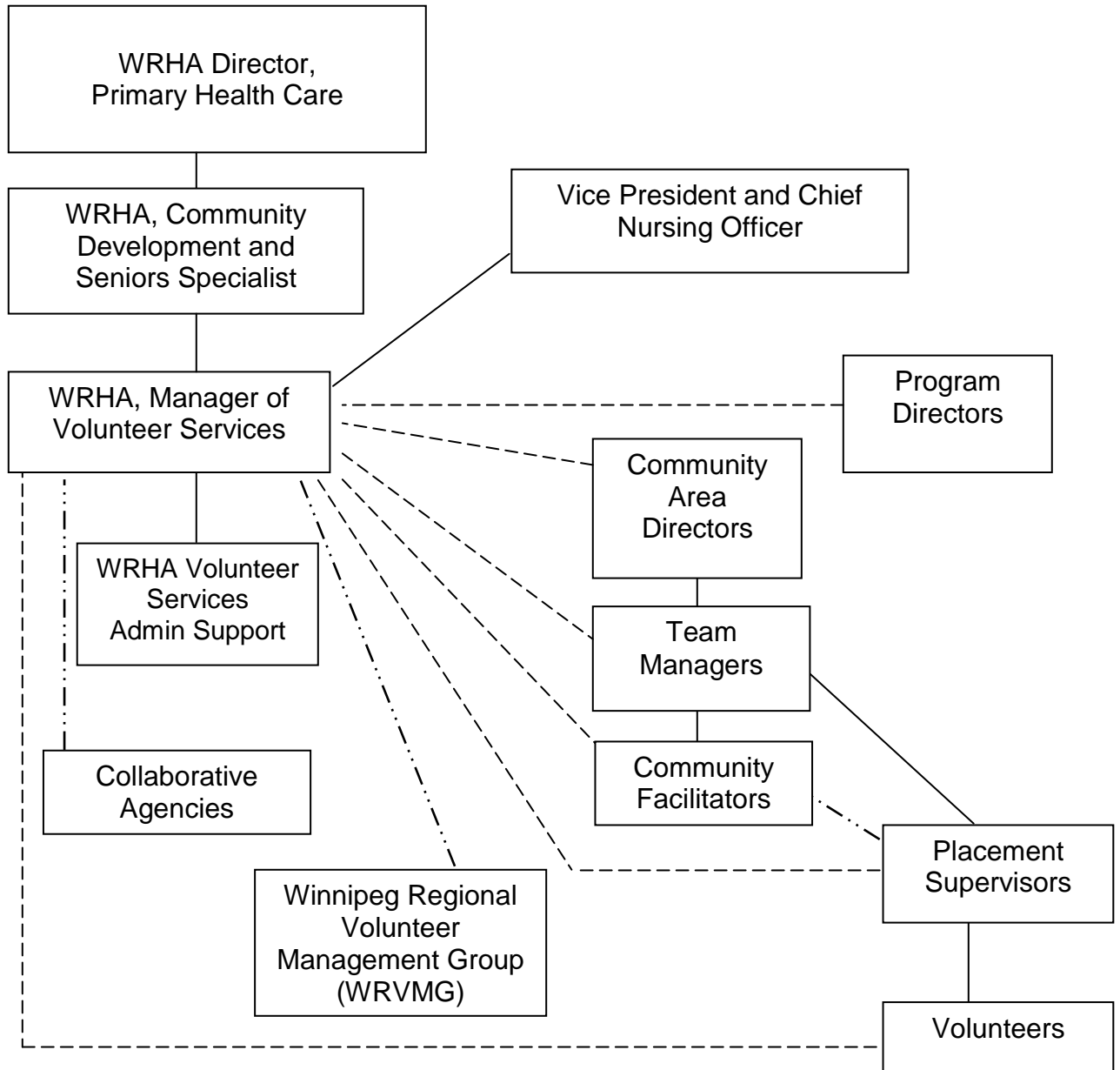
### **COMMUNITY HEALTH**

<b>Program</b>	<b>Volunteer Role(s)</b>
<b>Public Health</b>	<ul style="list-style-type: none"> <li>• Immunization Clinic Assistant (Influenza and school-based clinics)</li> <li>• Breast Feeding Support Group Volunteer</li> <li>• Healthy Baby Program Volunteer</li> <li>• Community Nutrition Educators (CNE)</li> <li>• Nutrition Assistants</li> <li>• Hand Hygiene Observation Volunteer</li> </ul>
<b>Primary Care</b>	<ul style="list-style-type: none"> <li>• Recreation Assistant (Health Services on Elgin)</li> <li>• Teen Clinic Peer Educator</li> <li>• Program/Team Support Assistant</li> </ul>
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• Volunteer Companion</li> </ul>
<b>Home Care</b>	<ul style="list-style-type: none"> <li>• Volunteer Companion</li> <li>• Program/Team Manager Support Assistant</li> </ul>
<b>Community Development -Healthy Aging</b>	<ul style="list-style-type: none"> <li>• Healthy Aging Resource Team (HART) Support Group Assistant</li> <li>• HART Committee Member</li> <li>• HART Support Assistant</li> <li>• Cooking Club Facilitator</li> </ul>

## **CORPORATE/REGIONAL**

<b>Program/Service Area</b>	<b>Volunteer Role(s)</b>
<b>Local Health Involvement Group</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Quality and Safety Unit</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Emergency Program</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Home Care</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Long Term Care</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Ethics</b>	<ul style="list-style-type: none"> <li>• Advisory Member</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Support Assistant</li> </ul>
<b>Public Health</b>	<ul style="list-style-type: none"> <li>• Hand Hygiene Observation Volunteer</li> </ul>
<b>Emergency and Continuity Management</b>	<ul style="list-style-type: none"> <li>• Various Roles including Runners, Hospitality, Dependent Care, and Communications support.</li> </ul>
<b>Street Connections</b>	<ul style="list-style-type: none"> <li>• Program Support Assistant</li> </ul>
<b>Nutrition and Food Services</b>	<ul style="list-style-type: none"> <li>• Nutrition Assistant</li> </ul>
<b>Language Access</b>	<ul style="list-style-type: none"> <li>• Support Assistant</li> </ul>
<b>Breast Health Centre</b>	<ul style="list-style-type: none"> <li>• Clinic Assistant</li> </ul>
<b>Pan Am Clinic</b>	<ul style="list-style-type: none"> <li>• Ambassador</li> </ul>

### Appendix 3 – Volunteer Services Organizational Structure



Direct Accountability —————  
Functional Relationship - - - - -  
Collaborative Relationship - . . . . .

## **Appendix 4 - Roles and Responsibilities of Placement Supervisors**

WRHA staff members designated as a “Placement Supervisors” provide training and supervisory support to encourage and guide WRHA volunteers in the proper fulfillment of their duties. In partnership with WRHA Volunteer Services, Placement Supervisors ensure a meaningful and rewarding experience while volunteering with the WRHA.

### **The responsibilities of Placement Supervisors include:**

- ❑ Participating in the job design process by providing Volunteer Services with detailed information about the required tasks and skills needed for the volunteer placement;
- ❑ Where appropriate, interviewing and screening prospective volunteers for the placement(s);
- ❑ Ensuring volunteers review and understand the volunteer activity description;
- ❑ Providing training to the specific duties of the placement as well as an orientation to the work site;
- ❑ Introducing the volunteer to staff, fellow volunteers and persons receiving health services as appropriate;
- ❑ Providing guidance and supervision throughout the placement;
- ❑ Answering questions volunteers may have about their placement on a day-to-day basis;
- ❑ Scheduling volunteer shifts and communicating to Volunteer Services once the volunteer has completed the placement;
- ❑ Completing volunteer’s performance feedback forms and performing exit interviews as required (forms provided by Volunteer Services);
- ❑ Assisting with annual evaluations of the placement, as well as evaluating WRHA Volunteer Services;
- ❑ Informally recognizing volunteers for their contribution to the program/service area.

#### **For more information contact:**

- **Manager WRHA Volunteer Services at 204-787-7247 or [volunteer@wrha.mb.ca](mailto:volunteer@wrha.mb.ca)**
- **Visit Volunteer Services on INSITE at <http://home.wrha.mb.ca/corp/volunteer/index.php>**