

This template supports virtual volunteer position descriptions to include risk assessments and policy considerations. Aligning the various responsibilities of virtual volunteer positions with potential risks and related policies can inform screening processes and the development and/or refinement of policies.

POSITION TITLE: \_\_\_\_\_

POSITION DETAILS	RISKS	POLICY
<b>PURPOSE OF POSITION</b>		
<b>DUTIES/ACTIVITIES</b>		
<b>CLIENT/PEOPLE SERVED</b>		
<b>LOCATION/SETTING</b>		
<b>TIME COMMITMENT</b>		
<b>SUPERVISION/TRAINING/ORIENTATION</b>		
<b>REQUIRED SKILLS/ABILITIES/QUALITIES</b>		

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**POSITION TITLE:** \_\_\_\_\_

### POSITION DETAILS

#### PURPOSE OF POSITION

What is the purpose or key function of the position?  
How does the position support organization Mission and goals?

#### DUTIES/ACTIVITIES

What duties and/or activities will the volunteer perform?

#### CLIENT/PEOPLE SERVED

Describe the people who the volunteer will be serving and in contact with

#### LOCATION/SETTING

Where will the work take place?

#### TIME COMMITMENT

What is the length of time and level of commitment required of the volunteer?

#### SUPERVISION/TRAINING/ORIENTATION

Describe the supervision, training, and orientation for the position.

#### REQUIRED SKILLS/ABILITIES/QUALITIES

What experience, skills, and/or qualifications are required?

### RISKS

*Remember:* When determining risks, it is important to consider the Duty of Care and Standard of Care required for the organization, volunteer position, participants, and supervision.

What risks are associated or involved in this position and situation? (Consider the activities, participants served, volunteer skills, setting, etc.)

What would a reasonable person of average judgement, skill, and experience be expected to do, or not do, in this situation?

What potential consequences of an action – or lack of action – can be foreseen?

### POLICY

*Remember:* It is important to ensure policy reflects practice and practice reflects policy.

Is there an existing policy that addresses the potential risks? If not, what might be included in the policy? Are there partners or other organizations you can go to for collaboration, an example, or template?

How does the policy mitigate the risk?

What is the procedure to carry out the policy?

What is the scope of the policy (does it cover the board, organization, a specific volunteer role, all volunteers)? Does the policy align with bylaws?

Does the policy cover organizational Duty of Care? Does the policy fall under existing legislation (Health Information Act, Freedom of Information and Privacy Act, Personal Information Protection Act)?

Are there are considerations required by stakeholders (funders, insurance, etc.)?

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**POSITION TITLE:** Friendly Caller/Visitor

### POSITION DETAILS

#### PURPOSE OF POSITION

To provide friendly/companionship calls to isolated seniors and adults with disabilities.

#### DUTIES/ACTIVITIES

Playing games or having conversations on the phone or online platform.

#### CLIENT/PEOPLE SERVED

Homebound/isolated seniors or adults with disabilities

#### LOCATION/SETTING

Private, remote location such as your home or office. Phone, or virtual/online platform.

#### TIME COMMITMENT

Minimum one hour per week for at least one month

#### SUPERVISION/TRAINING/ORIENTATION

1 day training. Mental Health First Aid. Basic training for suicide intervention. Supervisor is available at all times through phone call or other online platform. Report problems or concerns immediately upon completion of call. Bi-weekly check-ins with supervisor for more general questions or concerns.

#### REQUIRED SKILLS/ABILITIES/QUALITIES

Patience with clients; sociable; empathetic/active listening skills; able to set healthy/appropriate boundaries; able to work independently; be reliable and punctual, understand basic mental health first aid, conflict resolution skills, de-escalation training.

### RISKS

#### Risk to Seniors:

- Volunteer has unsupervised access to a vulnerable population
- Volunteer is in a position that builds trust
- Potential for conversation to be uncomfortable for the senior.
- If senior mentions depression or suicide, volunteer would need specific skills to avoid saying anything harmful to the senior.
- Potential for volunteer to say something offensive to senior

#### Risk to Volunteer:

- Potential for conversation to be uncomfortable or traumatizing for the volunteer if senior talks about intimate details or tells stories that are emotional or heavy in nature. Potential if the senior is isolated for them to speak about depression or suicide.
- Potential for senior to say something offensive to volunteer

### POLICY

#### Policies Required:

- A policy is required around screening and recruitment.
  - See **1.1**
- Obtaining consent for a third-party reference and/or Police Information/Vulnerable Sector Check
  - See **1.1A**
- Policy around the privacy and storage of screening documentation (including application, references, VSC, etc.)
- Potential policy around adherence to privacy legislation (ex. FOIP or PIPA)
- Potential policy around responsible technology use and cyber security for volunteers
  - See **2.1**

#### Sample Policies:

**1.1** To ensure a mutually beneficial experience for volunteers, organization, and participants, all volunteers will be screened before they can be accepted and placed within the organization.

Ongoing screening will be conducted through supervision, evaluation, and feedback to ensure standards continue to be met by volunteers within the organization and programs. Specific screening procedures such as orientation, training, and supervision will be dependent on the particular position and outlined in the “Terms of Reference”.

**1.1A** A Police Information Check/Vulnerable Sector Check may be used as one of the screening tools, if required, potential volunteers must sign a consent form for requesting a Police Information Check/Vulnerable Sector Check.

**2.1** To ensure volunteer and participant maintain appropriate interactions within the scope of the program, volunteers cannot share their personal contact information with participants, and are to use organization-approved communication methods. Approved communication methods are outlined in the “Terms of Reference”.

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**POSITION TITLE:** Online ESL Conversation Facilitator

### POSITION DETAILS

#### PURPOSE OF POSITION

To provide an informal space for adult ESL learners to practice English.

#### DUTIES/ACTIVITIES

Provide instruction and guidance on the English language, facilitate discussions.

#### CLIENT/PEOPLE SERVED

Adult ESL Learners

#### LOCATION/SETTING

Private, remote location such as your home or office. Virtual/online platform.

#### TIME COMMITMENT

One hour per week for 2 months, while the group is active

#### SUPERVISION/TRAINING/ORIENTATION

Half-day training on group facilitation, training on the virtual/online platform, and cultural competency. Minimal supervision includes a bi-weekly report to supervisor on any issues, concerns, or questions. Supervisor is generally not available for impromptu questions or concerns. Monthly call with supervisor to check in about general questions or concerns.

#### REQUIRED SKILLS/ABILITIES/QUALITIES

Group facilitation skills; cultural competency; patience with clients; sociable; empathetic/active listening skills; be reliable and punctual; basic understanding of online/virtual platforms and troubleshooting.

### RISKS

#### Risk to Seniors:

- Volunteer has unsupervised access to a vulnerable population
- Volunteer is in a position that builds trust
- Potential for conversation to be uncomfortable for the senior.
- If senior mentions depression or suicide, volunteer would need specific skills to avoid saying anything harmful to the senior.
- Potential for volunteer to say something offensive to senior

#### Risk to Volunteer:

- Potential for conversation to be uncomfortable or traumatizing for the volunteer if senior talks about intimate details or tells stories that are emotional or heavy in nature. Potential if the senior is isolated for them to speak about depression or suicide.
- Potential for senior to say something offensive to volunteer

### POLICY

#### Policies Required:

- A policy is required around screening and recruitment.
  - See [1.1](#)
- Obtaining consent for a third-party reference and/or Police Information/Vulnerable Sector Check
  - See [1.1A](#)
- Policy around the privacy and storage of screening documentation (including application, references, VSC, etc.)
- Potential policy around adherence to privacy legislation (ex. FOIP or PIPA)
- Potential policy around responsible technology use and cyber security for volunteers
  - See [2.1](#)

#### Sample Policies:

**1.1** To ensure a mutually beneficial experience for volunteers, organization, and participants, all volunteers will be screened before they can be accepted and placed within the organization.

Ongoing screening will be conducted through supervision, evaluation, and feedback to ensure standards continue to be met by volunteers within the organization and programs. Specific screening procedures such as orientation, training, and supervision will be dependent on the particular position and outlined in the “Terms of Reference”.

**1.1A** A Police Information Check/Vulnerable Sector Check may be used as one of the screening tools, if required, potential volunteers must sign a consent form for requesting a Police Information Check/Vulnerable Sector Check.

**2.1** To ensure volunteer and participant maintain appropriate interactions within the scope of the program, volunteers cannot share their personal contact information with participants, and are to use organization-approved communication methods. Approved communication methods are outlined in the “Terms of Reference”.

This template supports virtual volunteer position descriptions to include risk assessments and policy considerations. Aligning the various responsibilities of virtual volunteer positions with potential risks and related policies can inform screening processes and the development and/or refinement of policies.

**POSITION TITLE:** Social Media Coordinator

### POSITION DETAILS

#### PURPOSE OF POSITION

To develop a social media strategy, develop and schedule posts, and manage replies, “shares” or other interactions with the organization’s social media sites.

#### DUTIES/ACTIVITIES

To develop a social media strategy, develop and schedule posts, and manage replies, “shares” or other interactions with the organization’s social media sites.

#### CLIENT/PEOPLE SERVED

The organization as a whole

#### LOCATION/SETTING

Remote location such as your home or office. Virtual/online platform.

#### TIME COMMITMENT

Up to five hours per week

#### SUPERVISION/TRAINING/ORIENTATION

Basic training on organization’s social media policies, onboarding to who the organization is, the population they serve. May include an opportunity to shadow an employee or volunteer who works directly with vulnerable populations. Communication with supervisor is on an as-needed basis. Direct supervision occurs in a monthly meeting to explore general issues or questions and provide updates on your work.

#### REQUIRED SKILLS/ABILITIES/QUALITIES

Social media coordination/management skills; marketing/promotional skills; graphic design skills; be reliable and punctual; able to work independently; wholistic understanding of online/virtual platforms and troubleshooting; comfortable engaging online audience through comments, shares, likes, etc; ability to think critically about the content posted on social media from an intersectional framework.

Additional training around cyber security and risk management and organizational procedures to prevent cyber-attacks and engage in safe online practices.

### RISKS

Organization has general social media policies for their employees, but no concrete social media strategy. Risk could be the volunteer sharing, liking, or commenting in a way that does not reflect the values of the organization or that is unintentionally offensive to audiences.

Additional risk could be related to cyber security – volunteer could unintentionally open a phishing message or click on a malicious link. Volunteer would also be given login information, which could present a future risk if the information isn’t updated once the volunteer moves on from the role.

### POLICY

#### Policies Required:

- A policy is required around screening and recruitment.
  - See [1.1](#)
- Potential policy around responsible technology use and cyber security for volunteers
  - See [2.1](#)
  - See [2.2](#)

#### Sample Policies:

**1.1** To ensure a mutually beneficial experience for volunteers, organization, and participants, all volunteers will be screened before they can be accepted and placed within the organization.

Ongoing screening will be conducted through supervision, evaluation, and feedback to ensure standards continue to be met by volunteers within the organization and programs. Specific screening procedures such as orientation, training, and supervision will be dependent on the particular position and outlined in the “Terms of Reference”.

**2.1** To ensure volunteers are educated about and aware of cyber security risks and management, volunteers will undergo cybersecurity training and be aware of organizational procedures to prevent cyber-attacks and engage in safe online practices.

**2.2** To ensure organization confidentiality and manage potential risk, and that volunteers will not have access to organization information and accounts; all passwords will be changed or updated once a volunteer is no longer in the role of Social Media Coordinator.