



**Changing pain.  
Changing minds.**

## **Connect for Health Volunteer Role Description**

All Connect for Health volunteers will bring great commitment, creativity, tenacity, and humility to their work with individuals and families. And, as members of a volunteer community, they will continuously reflect on this work and help develop their programs to achieve greater impact.<sup>1</sup>

### **Connect for Health Program Volunteer Role:**

To assist individuals and families, who live with chronic pain, to access health services, housing, employment/income security, healthy child development (parenting support, child care, respite services, etc.), food security, education, recreation and social services by providing support and assistance (i.e. information, referrals, advocacy and follow up) in collaboration with health care and social services providers. Assistance is provided via phone, email, text or video conference from our Volunteer Office located in Vancouver, BC.

### **Responsibilities:**

- Interact with clients/members, volunteers and staff in a respectful and empowering manner.
- Adhere to provincial standards with regards to client confidentiality and privacy. Follow Pain BC's privacy and confidentiality policy.
- Participate in skill development training and skill monitoring as required.
- Conduct assessments and provide support and resource referrals in accordance with Connect for Health policy and procedures, including connecting clients to services, attending (by phone, email, text or videoconference) with them and advocating (as needed) on their behalf.
- Consult and debrief with staff regarding challenging interactions.
- Maintain "circle of care" with staff and be alert to limitations of existing resources and the risks if linkages are not made.
- Document client and agency interactions in a timely manner.
- Participate in other Pain BC/Connect for Health activities, events and workshops as required.

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<sup>1</sup> Borrowed, with thanks, from *Health Leads USA*

**Benefits to the volunteer:**

- Gain experience assisting individuals and families who deal with chronic pain with their very real concerns and needs.
- Contribute to making a significant impact on the health outcomes of individuals and families.
- Develop skills (i.e. boundary setting, communication and interpersonal skills, referral skills, impacts/dynamics of chronic pain).
- Gain knowledge about social determinants of health.
- Gain first-hand experience and knowledge of the often complex issues arising in health care (and other) settings.
- Obtain a reference letter for academic or employment purposes after satisfactory completion of commitment.
- Experience opportunities for networking with health care and social service providers and organizations.

**Minimum Time Commitment:**

- Attendance at an orientation meeting and/or an interview (approximately 1 hour)
- Completion of 26 hours of training, including home/online preparation and a minimum of two mentored shifts with a staff member or senior volunteer.
- 100 hours of shifts (four hours per week) over eight to twelve months.
- Attendance at a majority of training/reflection sessions held six times per year.

**Minimum Requirements/Qualifications:**

- Reliability, non-judgmental attitude, openness to learn, share and receive feedback, and commitment to supporting individuals and families achieve better health outcomes.
- Cultural competency and some understanding of the determinants of health, impact of health inequities, the impact/dynamics of chronic pain on well-being, harm reduction and client-centred care.
- Ability to recognize the need for support and direction.
- Proficiency speaking and writing English. A second language is an asset.
- Computer competence and access to secure email.
- Successful completion of training.
- Completion of a police record check.

**Supervision:**

- Volunteers must be comfortable working independently.
- A Pain BC staff member will always be available (on call or in person).
- Volunteers will work in shifts of pairs or trios.
- Volunteers will be in regular contact with staff for supervision and reflection.