

Ortho Connect Peer Support Program Volunteer Job Description

General Description:

The Ortho Connect Volunteer will work under the guidance of the Program Coordinator to provide support over the phone to an Ortho Connect Client. The Volunteer should draw on his/her orthopaedic experience to assist his/her Client. The goal of all Volunteers is to facilitate their Client's comfort with and confidence in their orthopaedic treatment experience.

Major Responsibilities:

1. To complete the training program.
2. To assist Program Coordinator in making an appropriate match with a Client.
3. To support client(s) through reasonable contact frequency and providing as needed:
 - a) personal experiences; b) resource information; c) tips/strategies on coping; and d) an "understanding ear".
4. To submit accurate records of all peer support interactions.
5. To maintain confidentiality.
6. To monitor personal feelings and reactions to the program and to discuss these with the Manager as needed.
7. To suggest improvements to the program to the Program Coordinator.
8. To adhere to Peer Support Program policies and procedures.

Skills Required:

1. Ability to listen and empathize without giving advice.
2. Willingness to share insights and experiences about your orthopaedic procedure.
3. Compassion and sensitivity to others.
4. Awareness of own needs and feelings.
5. Ability to endorse Canadian Orthopaedic Foundation vision, mission, values.

Canadian Orthopaedic Foundation's Vision – Mission – Values

Our Vision: Canada's patient voice for bone and joint health.

Our Mission: To achieve excellence in bone and joint health, mobility and function for all Canadians through the advancement of research, education and care.

Our Values:

People: We work in the interest of orthopaedic patients, their families and the professionals who treat them and for the future of any Canadian who may require orthopaedic care.

Making a Healthy Difference: We contribute to the health of our communities and our nation by working with volunteers, patients, professionals, government and industry toward timely and quality access to bone and joint care.

Good Governance: We are committed to excellence in the governance of our organization and will do so ethically, morally, according to the law and toward the achievement of our mission.