

Emergency Shelter and Housing for Ottawa's Women

Cornerstone Volunteer Assignment Agreement

Title of Position:	Hair Stylist
Site(s):	Various
Brief Description/Purpose: Provide basic hair cutting and styling services. These services do not include any colour treatments, perms or complex hair styles.	
Primary Responsibilities or Tasks: Identify number of appointments you can offer to provide basic hair cutting services. Set-up tools and supplies in designated room. Welcome residents who booked appointments (signed-up) in advance with Cornerstone staff. In the event of an appointment cancellation, and with help from staff, invite additional resident(s) to participate, as relevant. Consult with resident about the service(s) you will be providing. Clean-up with help of staff/resident(s).	
Qualifications - Experience: Certification and experience with hair cutting services. - Experience working with vulnerable populations; some knowledge of impact of trauma, mental health issues, and addictions on residents. - Skills: Hair cutting experience, excellent people skills, very comfortable establishing and respecting healthy boundaries, good listening skills, respectful of limits set by resident(s). - Qualities or Attitudes: Cheerful, friendly, non-judgmental, respectful and empathetic towards residents.	
Benefits - Enhance resident self-esteem and sense of 'being cared for'. - Work in a positive and hopeful atmosphere. - Appreciation from residents and staff. - Experience working with a diversity of women who are living in supportive housing and/or emergency shelter.	
Boundaries of the position - Friendly and appropriate interactions with residents. - Restrict conversation to social topics; avoid counseling resident(s) about personal matters. - Honour the highest standard of confidentiality. - Remain in common (public) areas of residence at all times, unless previously invited by resident and approved by manager.	

Special Resources or Policies/Contracts

- Observe guidelines in the Volunteer Handbook as well as instructions given in training.
- Ensure that the highest standards of accessibility are met, in accordance with your AODA training. Be conscious when interacting with residents that ability levels may vary and, if you have concerns that your role as you understand it does not accommodate the abilities of a resident, please address those concerns to your staff contact(s).
- Wear shoes with closed toe and low heel.

Success Measures

- Residents express appreciation for hair cutting services provided.
- Good rapport with the residents.
- Good boundaries and confidentiality maintained. Good judgment and timely communication with staff when deemed necessary (e.g. for health/safety).
- Regular and consistent attendance.
- Enjoyment of volunteer experience.

Screening Measures

Application, Interview, Police Records Check – Level II

Training/Orientation

Introduction to Cornerstone and Boundaries trainings and site orientation. Introduction to resident(s). Accessibility for Ontarians with Disabilities Act training required.

Risk Assessment

It is important to understand that there are inherent risks with every volunteer position. It is the responsibility of the volunteer's supervisor to orient the volunteer to the site, the volunteer job duties and any risks to which the volunteer may be exposed. The volunteer should bring any safety concerns to the attention of their volunteer supervisor.

Due to the previous trauma and current mental health issues of the residents, the volunteer may be exposed to displays of confusing, aggressive or violent behaviour. Risk will be mitigated through appropriate selection of the volunteer for the position, orientation to the site/task, and supervision of the volunteer by qualified staff.

Time Commitment

Type:	Single Event		Ongoing	X	Defined # of times or period	
Start Date:						
End Date:						
Frequency:	Weekly		Monthly	X	Other:	
Day of Week:				Hours:		

Other schedule details: This volunteer assignment will rotate between locations if possible. The staff at each location will provide the stylist with a list of predetermined book appointments.

Additional Information

Treatment Details: Basic haircuts and simple styles – NO COLOUR, PERMS or Complex styles

Additional Volunteer, Staff, and/or Resident Responsibilities:

Volunteer will provide: Hair styling tools including scissors, capes, styling tools and disinfectant

Cornerstone will provide: Hair spray and styling product if available

Residents will provide: Clean wet hair

Supervising Managers:

Name/House:

Phone:

Email:

Primary Staff Contact: TBD, depending on location– Manager will advise

Support & Evaluation: Ongoing by Staff, Managers, and Volunteer Coordinator. Larger concerns relating to interactions with residents should be referred to the Manager. Volunteer Coordinator is available for any other inquiries and general support.