

Job Description: Hospice Volunteer

Reports To: Hospice Director and/or Volunteer Coordinator

Job Summary:

Hospice Volunteers provide a valuable service to Horizon Health Hospice Program. As a member of the Hospice team, Hospice Volunteers provide services to Patients and their families with terminal illness and/or provide administrative support to the Hospice Program.

Qualifications:

1. Demonstrate Knowledge of the philosophy, mission, and purpose of Hospice.
2. Able to communicate with the terminally ill and their families in a helpful way.
3. Must be able to read and comprehend simple instructions, correspondence, and memos.
4. Able to maintain confidentiality of information and protect the rights of the Hospice patient.
5. Able to listen without imposing one's own spiritual, religious, social and/or political values and beliefs.
6. Able to work independently and as part of a team.
7. Able to attend scheduled in-services and training.
8. Must have valid driver's license and insurance.

Responsibilities and Duties:

Direct Care Volunteer Position Duties:

1. Sit and visit with patients and families, provide companionship and support. Perform tasks to support the patient.
2. Report pertinent observations regarding changes in patient status to the case manager and/or volunteer coordinator.
3. Provide respite to family.
4. Assist with running errands, meal preparation, light housekeeping, chores, transportation, and other tasks.
5. Document visit on a volunteer visit note and return to volunteer coordinator in a timely manner.
6. Maintain close contact with volunteer coordinator and hospice team.
7. Informs volunteer coordinator as soon as possible if unable to make visit.

Administrative Support Volunteer Position:

1. Copies and organizes materials.
2. Assist with outgoing mailings.
3. Perform routine typing. Assist with correspondence.

4. Assist with organizing and staffing hospice events and activities. Make calls to solicit support or funding for events.
5. Sort and prepare mailing material.
6. Informs volunteer coordinator as soon as possible if unable to come in to the office.

Requirements:

1. TB testing required (for volunteers with direct patient contact).
2. Have experienced no significant loss in the past six (6) months and not actively grieving the death of someone else.
3. A commitment of a minimum of 1 year of service, 1-4 hours per week when assigned.
4. Successful completion of Horizon Health Hospice Volunteer Training Program.
5. Wear neat and presentable attire along with name tag provided.
6. Understand and adhere to the Vulnerable Adult and Abuse Policy and the MN Hospice Patient Bill of Rights.
7. Know and practice good safety and personal hygiene habits.
8. Report injuries to self and patient immediately to hospice director and/or volunteer coordinator.
9. Must be compassionate and work with tact and ethical awareness.
10. Must be able to work as a team member with the hospice team and maintain open communication with the other team members.
11. Record and submit accurate, timely and objective documentation on the volunteer summary notes.

Work Environment:

1. The work environment consists primarily of the patient's place of residence, which may be patients home, long term care facility, or hospital.

Physical Requirements:

1. Required to use hands to fingers to handle and feel objects. The volunteer frequently is required to sit, climb, stoop, kneel, and communicate by talking and listening.

I have read and understand this job description. I agree to accept the responsibilities and duties outlined

Volunteer Signature

Date

Director Signature

Date