



JOB DESCRIPTION

Title:	Volunteer (Administrative, Companion, Vigil, Pet Therapy)
Reports To:	Volunteer Coordinator

JOB SUMMARY

Responsible to the Volunteer Coordinator to provide unreimbursed volunteer services to the agency and/or hospice patients and their families.

DUTIES AND RESPONSIBILITIES

- Completes hospice volunteer orientation sessions.
- Submits documentation of activity in an accurate and timely manner.
- Attends volunteer programs and in-services per agency policy.
- Communicates changes in patient condition with appropriate staff.
- Ensures that all care is provided with respect for patient and family rights.
- Reports all grievances/complaints made by patients or families to appropriate persons.
- Reports allegations of patient abuse and/or misappropriation of patient property.
- Attends IDT conferences, as appropriate.
- Reports response of patient/family to hospice RN.
- Maintains patient confidentiality according to HIPAA regulations.
- Extends the agency mission by treating all customers, patients and families with respect and kindness.

ADMINISTRATIVE/SPECIAL PROJECT VOLUNTEER DUTIES ONLY:

- Offers services in the hospice office setting.
- Performs special projects such as arts and crafts.

COMPANION/VIGIL VOLUNTEER DUTIES ONLY:

- Offers on-site companionship, emotional support, reading, homemaking chores and errands for patients and/or families.
- Provides services such as shopping, meal preparation as needed by patient/family and per patient/family care plan.

PET THERAPY VOLUNTEER DUTIES ONLY:

- Offers pet visits and emotional support to patients and/or families.

REQUIRED EDUCATION, EXPERIENCE AND LICENSURE

- Available for training, assignment and continuing education in hospice services.
- Office clerical volunteer must be at least 18 years of age or older.
- Personal qualities of positive empathy, maturity, calmness and willingness to help others.
- Pet Therapy Animals must be certified as a therapy animal or have a Canine Good Citizen Certificate.

SKILLS AND ABILITIES

- Ability to prioritize and handle multiple tasks and interruptions.
- Ability to communicate effectively verbally and in writing.
- Ability to develop and maintain rapport with patients and families coping with terminal illness and death.
- Demonstrated ability to work with an interdisciplinary team.

TRAVEL AND WORKING CONDITIONS

- Travel necessary on a regular basis.
 - Exposure to disagreeable conditions including odors, infection, illness, or physical contact from disruptive patients in patient homes/living facilities.
 - Principal contacts include: patients, families, pets, physicians, office staff, field staff and general public.
 - Physical demands include: lifting 25-50 pounds; walking, standing, stooping, reaching, talking, hearing, seeing, smelling, depth perception, color vision.
- **Please note, volunteers do not carry out clinical activities with patients or lift patients.**

**VOLUNTER
SIGNATURE:**

DATE: