

Tomah Health
JOB DESCRIPTION

Job Title: Hospice Volunteer
Department: Hospice
Date: February 2023

Reports To: Volunteer Coordinator
Supervises: None
FLSA: Non-Employee

JOB SUMMARY

Direct Care Volunteer

The Hospice Volunteer assists Tomah Health's Hospice program by providing comfort care support to the patient either in the home, in the hospital or at the Serenity House. The Volunteer functions as a member of the Hospice Team, supplementing the professional caregivers. Volunteers may also function in other support capacities such as administrative/office support, bereavement support, fundraising and special committees.

Indirect Care Volunteer

The Hospice Indirect Care Volunteer provides support in a variety of ways to Hospice such as in the office, fundraising, special events, or landscaping. The Volunteer functions as a member of the Hospice and Team, but does not serve in the area of direct patient contact.

MAJOR JOB FUNCTION DIRECT CARE VOLUNTEER

1. Provides emotional support to patients and families through companionship, visiting, and active listening.
 - a. Obtains a verbal and a written report on each assignment.
 - b. Provides support by active listening and focusing conversations on areas of patient interest that promotes life review. Understands that patients and families need to express their thoughts and feelings. Listens with an accepting nonjudgmental attitude. Does not offer advice or try to solve their problems
2. Provides personal care if adequate training and education requirements are met.
 - a. Performs only the duties for personal care, which they have been trained and demonstrated competency and are assigned on volunteer assignment sheet.
 - b. Asks questions regarding their assignment and seeks clarification as needed.
 - c. Verbalizes and demonstrates safety measures to protect the patient and themselves. (i.e. does not give any medications to the patient, never leaves the patient unattended, does not lift patient without help, washes hands before and after patient contact, wears gloves when appropriate, etc.)
3. Assists with recreational needs and / or social activities for the hospice and palliative care patient.
 - a. With input from the patient and the family, helps identify areas of recreational or social interest and helps the patient participate to the degree they desire.
4. Provides supportive services for the patient or caregiver such as running errands, transportation, shopping, house cleaning, etc. as assigned

5. Reports to the hospice team as needed.
 - a. Reports verbally and promptly any patient or caregiver complaint to the Volunteer Coordinator or RN Case Manager. Also writes the patient/caregiver complaint in their volunteer note and turns in promptly.
 - b. Calls the hospice office to speak to Volunteer Coordinator if they are asked by the patient or family to make an extra or unscheduled visit. On the weekend, calls the RN on-call.
 - c. Calls in if they are ill or cannot keep their appointments for whatever reason.
 - d. Calls in to report any injury sustained as they are volunteering or any safety concerns for themselves or for the patient or family.
6. Assists with clerical tasks and office duties such as answering phones, mailings, research and statistics.
7. Participates in special projects and events such as fundraisers, memorial services, or community programs.
8. Maintains appropriate boundaries with patients and families; seeks direction when boundaries become blurred or questionable.
 - a. Visits patients/family when scheduled to do so; does not make visits at other times or after discharge unless assigned as part of the bereavement follow-up program.
 - b. Does not give out home or personal phone number to families.
 - c. Does not give to, or accept gifts from, patients and families.

MAJOR JOB FUNCTION INDIRECT CARE VOLUNTEER

1. Responsibility to the Hospice Organization.
 - a. Completes training in the areas of Hospice orientation, confidentiality, body mechanics, and basic infection control practices such as hand washing and when to call in sick, and specialized training in their assigned tasks.
 - b. May assist with clerical tasks, research and statistics if necessary.
 - c. Attends volunteer meetings and educational offerings.
 - d. Maintains confidentiality of information regarding clients, families, health care personnel and the agency.
2. Responsibility to the Hospice Team.
 - a. Records activities and time spent in sign-in book at Serenity House or lets Volunteer Coordinator or Hospice office know the same.
 - b. Reports concerns about assigned duties to Volunteer Coordinator or Hospice Social Worker; ex: personality conflict, inability to fulfill the assignment, etc.
 - c. Is committed to the team concept. Works cooperatively with all team members and staff.
3. Responsibility to Self.
 - a. Shows initiative for self-development.
 - b. Can handle stress and adjust to change effectively.
 - c. Employs effective listening and communication skills.
 - d. Recognizes personal need for support; informs Volunteer Coordinator or Hospice Social Worker if they are in need of counseling or other support.

STANDARDS OF BEHAVIOR

1. **WORK ETHICS STANDARD:** Affirm a commitment to making the Tomah Health work environment better through: patient advocacy, continuing education, and valuation of each individual person.
2. **COMMUNICATION STANDARD:** Affirm a commitment to use open and honest communication with all Tomah Health customers (in-house & community-wide) through: basic customer courtesy (phone, written, face to face) and active listening.
3. **TEAMWORK STANDARD:** Affirm a commitment to be a proud, dependable Tomah Health TEAM member through: basic customer courtesy, patient advocacy, flexibility, and valuation of each individual person.
4. **QUALITY STANDARD:** Affirm a commitment to provide respectful, compassionate, quality care with integrity to all Tomah Health customers (in-house & community-wide) through: job excellence, patient advocacy, and self-dignity.
5. **PROFESSIONALISM STANDARD:** Affirm a commitment to professional conduct towards all Tomah Health customers (in-house & community-wide) through: collaboration, teamwork, appearance, environment, and valuation of each individual person.
6. **ATTITUDE STANDARD:** Affirm a commitment to maintain a positive, professional perspective towards all Tomah Health customers (in-house & community-wide) through: honest feedback, confidentiality, basic customer courtesy, and valuation of each individual person.

EDUCATIONAL REQUIREMENTS

1. The ability to read and write is required.
2. Successful completion of the hospice volunteer trainings.
3. Home care hospice assignments may require a valid Wisconsin driver's license.

QUALIFICATIONS/SKILLS

1. Excellent human relation skills as demonstrated by the ability to interface positively with all customers
2. Must have the ability to work with frequent interruptions and with minimal supervision.
3. Needs to possess a high level of integrity, sense of responsibility and ability to comprehend details.
4. Good record keeping, telephone and organizational skills.
5. Comfortable in being a volunteer and patient advocate.

JOB REQUIREMENTS

1. Meets Hospice health screenings and criteria.
2. Regularly required to use hands to finger, handle or feel objects, and talk and hear.
3. The Volunteer is frequently required to stand, walk and reach with hands and arms. The Volunteer is occasionally required to sit, climb or balance, stoop, kneel or crouch.
4. The Volunteer must occasionally lift and/or move up to 25 pounds.
5. Good hearing is necessary to receive detailed information through oral communication.

WORKING CONDITIONS

Must understand and accept the possibility of exposure to inside environmental conditions, such as infectious/communicable diseases, noise, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases, dusts, and physical injury/verbal abuse from an out-of-control patient. Frequent exposure to distressed patients, families or visitors. Must be able to function effectively under stressful situations. Position may involve driving to patient homes in various types of weather and road conditions.

I have read this job description that outlines the essential functions and performance expectations for this position. I understand that this is not an exhaustive list; major job functions may vary on the basis of department workloads and needs.

Name _____ Date _____