

## **JOB DESCRIPTION**

**JOB TITLE:** Hospice Volunteer

**REPORTS TO:** **Primarily:** Community Outreach Manager **Secondarily:** Hospice Director

### **SUMMARY:**

A compassionate Hospice Volunteer supports patients and their families in their time of need during their end-of-life journey. The volunteer will provide care as assigned in the care plan, visit patients as scheduled, run errands, and assist with light household tasks. Additionally, the volunteer will assist with meal preparation, reading to patients, and letter writing. They will also record life stories and provide companionship to those in need.

To succeed in this role, the volunteer should have excellent interpersonal skills, interact effectively with all types of people, and possess a warm, friendly personality. Good verbal and written communication skills, as well as good documentation ability, are also necessary. The volunteer should also be physically mobile and able to walk, bend, stand, and push when necessary.

### **QUALIFICATIONS:**

- Ability to interact effectively with all types of people in variable situations
- Ability to see/read written material and/or numbers
- Physical mobility (walking, bending, standing, pushing when necessary)
- Possess a warm, friendly personality
- Excellent listening skills and ability to follow instructions
- Ability to remain a “quiet presence at life’s end”
- Control of emotions in potentially charged situation and knowledge of personal limitations
- Sensitivity to diversity and ability to show empathy
- Good verbal and interpersonal skills
- Good written documentation ability
- Knowledge of North Country Home Health & Hospice Agency policies and procedures
- Attend Hospice Volunteer Training (at discretion of the Hospice Volunteer Coordinator/Hospice Director, training may be waived for volunteers who have documentation of completion of a volunteer training program with another hospice agency)

- Complete volunteer application, interview and orientation process
- Agree to keep all patient information in strict confidence in accordance with HIPAA policy
- Have a TB screening prior to participation in program
- Adhere to established policy and wear name badge while on duty
- Adhere to North Country Home Health & Hospice Agency Volunteer Services policies, rules and regulations
- Submit to background check in accordance with North Country Home Health & Hospice Agency policy
- Participate in annual competencies and review.

**ESSENTIAL FUNCTIONS MAY INCLUDE:**

- Provide care as assigned in care plan
- Visit as scheduled
- Run errands
- Assist with light household tasks
- Assist prep of food at meal time
- Read to patient
- Assist in letter writing
- Record life stories
- Provide companionship
- General assistance as needed
- Assist with fundraising events
- Assist with office work
- May attend funeral and other scheduled events
- Attendee at IDT meeting, if requested by North Country Home Health and Hospice
- Sitting vigil

**HOSPICE VOLUNTEER:** In a typical volunteer visit, this job *may* involve the activities listed below. The frequency of performance for each activity is indicated by an (X) in the appropriate column.

|                     |                           |
|---------------------|---------------------------|
| R = rarely          | (less than 0.5 hours/day) |
| O = often           | (0.5 – 2.5 hours/day)     |
| F = frequently      | (2.5 – 5.5 hours/day)     |
| C = continuously    | (5.5 – 8.0 hours/day)     |
| NA = not applicable |                           |

| Essential Function         | R | O | F | C | NA | COMMENT |
|----------------------------|---|---|---|---|----|---------|
| Sitting                    |   |   | X |   |    |         |
| Standing                   |   |   | X |   |    |         |
| Walking                    |   |   | X |   |    |         |
| Ability to be mobile       |   |   |   | X |    |         |
| Crouching (bend at knee)   |   | X |   |   |    |         |
| Kneeling, crawling         | X |   |   |   |    |         |
| Stooping (bend at waist)   |   | X |   |   |    |         |
| Twisting(knees/waist/neck) |   |   | X |   |    |         |
| Turning/pivoting           |   |   | X |   |    |         |
| Climbing                   | X |   |   |   |    |         |
| Balancing                  |   | X |   |   |    |         |
| Reaching overhead          |   | X |   |   |    |         |
| Reaching extension         |   | X |   |   |    |         |
| Grasping                   |   |   |   | X |    |         |
| Pinching                   |   |   |   | X |    |         |
| Pushing/pulling            |   | X |   |   |    |         |
| Lifting typical weight     |   |   |   | X |    | 10 lbs. |
| Lifting maximum weight     |   |   | X |   |    | 20 lbs  |
| Carrying typical weight    |   |   |   | X |    | 10 lbs  |
| Carrying maximum weight    |   |   | X |   |    | 20 lbs  |
| Fine motor skills          |   | X |   |   |    |         |
| Talking on the phone       |   |   | X |   |    |         |
| Hearing on the phone       |   |   | X |   |    |         |

Work Schedule: varied depending on preference of role and patient and organizational needs

| Environmental Factors   | Specify   |
|---|---|
| Safety requirement (i.e. clothing, required safety equipment, activities performed) | Safe footwear for stairs, Nametag worn when in office or on patient visit |

|  |  |
|--|--|
| Exposures (i.e. fumes, chemicals, vibrations, humidity, cold, heat, dust, blood & other body fluids) | Weather elements   |
| Operation of equipment, vehicles, tools)   | Automobile, microwave, telephone, copier, fax  |
| Required hygiene standards (i.e. food handling; clean, contaminated, and sterile equipment)          | Infection control practices  |
| Working conditions   | Position requires both inside and outside activities and traveling in all kinds of weather conditions. |

The above is intended to describe the general content of and requirements for performance of this job. It is not to be considered an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of management.

I have read, understand, and agree that I can meet the requirements of this job description. Furthermore, if accepted for employment, I agree to fulfill the responsibilities of this position and meet all practice standards.

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Signature of Volunteer

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Date