HOME HEALTH UNITED HOSPICE VOLUNTEER DESCRIPTION OF DUTIES

VOLUNTEER SUMMARY:
Hospice Volunteers provide a valuable service to Home Health United Hospice Program. As a member of the Hospice Program, Hospice Volunteers provide services to individuals and families with terminal illness and/or provide administrative support to the Hospice Program.

DUTIES AND RESPONSIBILITIES:

Direct Service Volunteer Duties:
- Sits and visits with patients and provides companionship and support. May read to patients, assist with letter writing, or perform other tasks to support the patient.
- Reports pertinent observations and reactions regarding changes in patient status to the appropriate staff person.
- Provides respite to families. Assists with running errands, meal preparation, light housekeeping chores and other tasks.
- Document visits to the unit of care. This documentation will occur on a Volunteer Visit Note, and will be given to the Volunteer Coordinator.
- Maintains close contact with the Volunteer Coordinator and hospice staff.
- Advises Volunteer Coordinator ASAP if unable to make visit.

Administrative Support Volunteer Duties:
- Copies and collates materials.
- Assists with outgoing mailings.
- Performs routine typing. Assists with correspondence.
- Assists with organizing and staffing Hospice events and activities. Makes calls to solicit support or funding for events.
- Sorts and prepares mailing materials.
- Advises Volunteer Coordinator ASAP if unable to come in the office.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:
- Demonstrated knowledge of Home Health United Hospice Program’s mission, goals, and services.
- Ability to communicate with the terminally ill and their families in a helpful way, including skills for relating to denial and anger as well as sadness and helplessness.
- Ability to maintain confidentiality of information and protect the rights of the members of the unit of care.
- Ability to listen without imposing one’s own spiritual, religious, social and/or political values and beliefs.

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- Ability to work independently and as part of a team.
- Ability to attend scheduled in-services and training.

EXPECTATIONS:
- A commitment of a minimum of one year service, 1-4 hours per month when in an accepted assignment.
- Successful completion of Home Health United Hospice Volunteer training program.
- Successful completion of the Company’s annual Infection Control training.
- Successful completion of annual performance evaluation.

Additional Requirements for direct contact positions:
- Must maintain a valid Wisconsin driver’s license and good driving record.
- Must maintain proof of current auto insurance and access to a car in good working condition.
- TB testing (required).
- Hepatitis B vaccine or declination (optional)
- Have experienced no significant loss in the past six months and not actively grieving the death of someone close.

VOLUNTEER COMMITMENT:
Hospice Volunteers are asked to renew their commitment to the Hospice Program annually. The Volunteer will meet individually with the Volunteer Coordinator to evaluate their continued commitment as a Hospice Volunteer for the coming year.

Hospice Volunteer assignments are unpaid.

I have read and understand the above job description and agree to abide by the policies set for by Home Health United Hospice.

Volunteer Printed Name ___________________________ Volunteer Signature ___________________________

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Date

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