



## **HOSPICE AND PALLIATIVE CARE OF KODIAK INC.**

**Job Title:** Hospice Volunteer

### **Summary:**

Volunteers offer friendship, socialization, respite care and non-medical support to individuals, their caregivers and other family members based on the client's plan of care through life-threatening illness, death and bereavement.

### **Supervision:**

Hospice volunteers report to the Volunteer Coordinator as well as the Executive Director.

### **Responsibilities:**

- Volunteers provide scheduled home visits or telephone calls with the patients, caregivers, and/or family members to offer friendship, companionship, conversation, life review, respite and assistance according to the schedule and/or as needed by the client/ family. Visits may include shopping, running errands, light housekeeping, transportation, social and recreational activities, child companionship and other reasonable tasks.
- The volunteer observes for any changes in status or newly identified needs and reports them to the volunteer coordinator.
- The volunteer maintains strict confidentiality in dealing with patient, family, and agency information in accordance with good practices of HIPAA regulations.
- The volunteer supports the family through the bereavement period by attending services if possible, makes follow up visits or phone calls to survivors, and discusses family members with special needs to the volunteer coordinator for referral to other community resources.
- A volunteer records accurate and concise notes from visits and submits them as soon as possible, and no more than 2 weeks from the date of visit, so they can be recorded in the patient's file.
- A volunteer will attend required IDT Team Meeting held monthly
- Volunteers maintain a neat, appropriate and professional appearance.
- Volunteers identify themselves to clients as a Hospice of Kodiak volunteer.
- A volunteer must follow all policies, rules and regulations of the organization.

## **Qualifications**

- Must be 18 years of age or older.
- Must attend required training based on the State of Alaska standards.
- Must have at minimum an initial clearance from a background check with fingerprinting.
- Must have access to transportation in order to fulfill volunteer service time.
- Must have a valid driver's license and insurance coverage as well as a good driving record. Must have proof of automobile insurance with coverage for self and others who are traveling in the vehicle.
- Must be willing to make visits to a private residence, assisted living facility, hospital or long term care center.
- The volunteer must have the ability to interact with a variety of people including friends and family members of the client.
- Understand the possibility of exposure to fumes, dust, blood and other body fluids, chemicals/ cleansers, smoke, and household pets.
- Volunteer commitments are for 10-60 hours per year in any capacity.
- Requires general good health. The volunteer will not visit a client when ill.
- May involve some moderate lifting, standing, and sitting and the ability to hear and be heard.
- Attendance at training and meetings is expected.

## **Mental Qualifications**

- Must be able to maintain neutrality among differing opinions and demands.
- Must have an understanding in the areas of personal illness/ loss/death.
- Must be in alignment with the hospice philosophy. Must be able to demonstrate active listening skills: listen intently and calmly without imposing any particular spiritual, social or political values or beliefs.
- Must be able to work with others in a team effort.
- Must have a positive approach to life: patience, compassion, flexibility and a willingness to help others.
- Must have the ability to establish and maintain boundaries while putting the clients and families' interests first.
- Must have awareness of personal stress levels and the ability to balance personal life and volunteer commitments.