



Hospice of Santa Cruz County Grief Support Program

Grief Support Volunteer Job Description

Grief Support Volunteers (GSVs) for Hospice of Santa Cruz County provide compassionate support to those grieving the death of a family member or friend. GSVs provide individual peer support and co-facilitate groups. Those volunteers who work with the Healthy Understanding of Grief (H.U.G.) Program help children and teens cope with loss through individual and/or group support using a variety of developmentally appropriate creative activities. All GSVs follow Program guidelines and policies.

Volunteer Commitment

1. Complete comprehensive training provided by Hospice of Santa Cruz County
2. Make minimum one year commitment commencing from completion of training
3. Serve clients 2 – 4 hours per week, intermittently throughout the year
4. Attend monthly GSV meetings/in-services for continuing education
5. Co-facilitate groups and/or support individual children or adults
6. Complete initial paperwork for personnel file
7. Complete HSCC competencies
8. Pass an annual TB screening
9. Complete timely updates to required personnel file documentation, including but not limited to: annual TB screening, current drivers' license, current proof of vehicle insurance, current emergency contact information, annual HIPAA quiz, etc.
10. Comply with all agency policies and protocols

Grief Support Volunteer Qualities

1. Empathetic, compassionate, patient and non-judgmental
2. Comfortable with a wide variety of people
3. Skilled at putting others at ease
4. Skillful listener
5. Able to speak clearly about personal challenges with clients
6. Willing to take risks, share and learn from others
7. Able to care for own emotional, physical and spiritual needs, including asking for support when needed
8. Able to receive and give constructive feedback in an open, respectful manner
9. Flexible, able to adapt to evolving needs and requirements of clients, program, and agency
10. Demonstrates maturity, dependability, good judgment, resourcefulness, and sense of humor

Agency Expectations of Grief Support Volunteers

1. Understanding and knowledge of Hospice of Santa Cruz County
 - a. Philosophy and mission statement
 - b. Services and programs
 - c. Policies regarding
 - i. Boundaries
 - ii. HIPAA – client privacy
 - iii. Client confidentiality
 - iv. Abuse reporting procedures

2. Knowledge of the grief process and support skills
 - a. Adult grief
 - b. Children’s grief
 - c. Anticipatory grief
 - d. Individual support
 - e. Group facilitation
 - f. Cultural differences

3. Requirements to Support Clients
 - a. Ability to create a confidential space where grief is explored verbally and/or through creative activities
 - b. Ability to witness and respond to client’s range of feelings, stories, and situations
 - c. Ability to identify when guidance with clients is needed and ask for input from GSP Coordinator or H.U.G Program Coordinator as appropriate
 - d. Willingness to talk to clients about fees/donations for services provided
 - e. Consistent follow through with commitments to Hospice staff and clients
 - f. Commitment to call in session information to the report line within 48 hours
 - g. Commitment to immediately contact GSPC or HUGPC in the case of suspected abuse, suicidal ideation, or other safety risk
 - h. Ability to secure the HSCC building or community location when leaving the premises
 - i. Timely response to contacts/requests from HSCC supervisor and other staff/volunteers

For more information, contact
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