



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 who have experienced the loss of a loved one. GSVs provide individual peer support and co-facilitate groups. Those volunteers who work with H.U.G., Healthy Understanding of Grief, help children and teens cope with loss through groups, workshops and creative projects. All GSVs follow Program guidelines and policies.

Volunteer Commitment

1. Completion of comprehensive training provided by Hospice of Santa Cruz County
2. Minimum one year commitment commencing from completion of training
3. 2 - 4 hours per week, intermittently throughout the year
4. Co-facilitating groups and/or supporting individuals
5. Serving adults and/or children
6. Attending the required number of in-services, volunteer support groups and trainings per year
7. Passing an annual TB screening
8. Completion of paperwork for personnel file
9. Completion of Hospice of Santa Cruz County competencies

Agency Expectations

1. Understanding and knowledge of Hospice of Santa Cruz County, including
 - a. Philosophy and mission statement
 - b. Services and programs
 - c. Policies regarding
 - i. Boundaries
 - ii. HIPPA - client privacy
 - iii. client confidentiality
 - iv. abuse reporting procedures
 - v. court and/or recovery ordered clients
2. Knowledge of the grief process and support skills, including
 - a. Children's grief
 - b. Adult grief
 - c. Anticipatory grief
 - d. Individual support
 - e. Group facilitation
 - f. Crisis intervention
 - g. Cultural differences

3. Ability to secure the Hospice of Santa Cruz County building when leaving premises

Requirements to Support Clients

1. Ability to create a confidential space where grief is explored verbally and/or through creative activities
2. Ability to identify when guidance with clients is needed and ask for input from GSP Coordinator or H.U.G Coordinator as appropriate
3. Willingness to talk to clients about donations for support
4. Commitment to call in session information to the report line within 24 hours
5. Commitment to Immediately contact GSPC, H.U.G.C. or GSPA if abuse is suspected or suicidal ideation is identified

Grief Support Volunteer Qualities

1. Comfortable with a wide variety of people
2. Skilled at putting others at ease
3. Compassionate listening skills
4. Willingness and ability to witness and respond to clients range of feelings, stories, and situations
5. Ability to follow through with commitments to Hospice staff and to clients
6. Ability to speak clearly about personal challenges with clients
7. Willingness to take risks, share and learn from others
8. Ability to take care of own emotional, physical and spiritual needs, including asking for support when needed
9. Patience, empathy, maturity, dependability, resourcefulness, flexibility, compassion, common sense, non-judgmental perspective and a sense of humor