



## Hospice of Santa Cruz County Volunteer Program

### Staff Support Volunteer Job Description

A Staff Support Volunteer provides support to the various departments within Hospice of Santa Cruz County. Department Coordinators request staff support and a volunteer is assigned as appropriate.

#### Volunteer Commitment

1. Completion of a 4-hour training provided by Hospice of Santa Cruz County
2. Minimum 6 month commitment commencing from completion of training
3. 1 - 3 hours per week, intermittently throughout the year
4. Completion of paperwork for personnel file
5. 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

#### Requirements to Support Staff

The Staff Support Volunteer may provide support on a one-time basis or be assigned a specific task for an extended period of time. Some of the tasks a Staff Support Volunteer might provide include:

- General office tasks
- Photo copying & collating documents
- General office filing as needed
- Data entry
- Word processing
- Prepare packets for various departments
- Prepare mailings
- Reminder calls to volunteers regarding a variety of events
- Assist in preparation, set-up/clean-up and staffing of various Community, Hospice and Friends of Hospice sponsored events

## **Staff Support Volunteer Qualities**

1. Ability to follow through with commitments to Hospice staff
2. Ability to take care of own emotional, physical and spiritual needs, including asking for support when needed
3. Patience, empathy, maturity, dependability, resourcefulness, flexibility, compassion, common sense, non-judgmental perspective and a sense of humor