



Hospice of Santa Cruz County Transitions Program

Transitions Volunteer Job Description

Transitions Program is a separate program of Hospice of Santa Cruz County. The mission of Transitions is to provide volunteer and case management services to individuals (and their families), who have a life-threatening illness with an approximate prognosis of one year or less. Clients of the Transitions program may still be exploring curative treatment for their disease. Transitions services are free of charge.

A Transitions Volunteer works with the supervision of the Transitions Coordinator and Director of Volunteer Services to provide support services to individuals and families who have requested Transitions involvement.

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. 4 - 6 hours per week, intermittently throughout the year
4. Serving adults and/or children
5. Attending the required number of in-services, volunteer support groups and trainings per year
6. Passing an annual TB screening
7. Completion of paperwork for personnel file
8. Completion of Hospice of Santa Cruz County competencies
9. The use of your car for patient and support activities

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 Clients

- Visiting individuals/families at their home, an acute care hospital or convalescent hospital, and providing emotional, practical, and spiritual support when needed. Practical support can include errands, meal preparation, transportation, light housekeeping, and many other tasks
- Provide respite for caregivers
- Facilitate communication among family members
- Communication with staff about client changes and reporting in task reports

Transitions Support Volunteer Qualities

1. Enjoys and is comfortable with a wide variety of people
2. Skilled at putting others at ease. This includes a willingness to adapt physical appearance, language and manners appropriately
3. Compassionate listening skills
4. Willingness to experience, accept and share a wide range of emotions, especially painful ones.
5. Ability to follow through with commitments to Hospice staff and families and to draw limits for oneself when appropriate
6. Willingness to take risks, share and learn from others
7. Ability to take care of own emotional, physical and spiritual needs, including asking for support when needed
8. Patience, empathy, maturity, dependability, resourcefulness, flexibility, compassion, common sense, non-judgmental perspective and a sense of humor