



## Hospice of Santa Cruz County Volunteer Program

### Volunteer Visitor Job Description

A Hospice Volunteer Visitor provides loving presence and support services to individuals and families who have requested Hospice of Santa Cruz County involvement within the guidelines of Volunteer Visitor 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 - 6 hours per week, intermittently throughout the year
4. Serving adults and/or children
5. Attend the required number of in-services, volunteer support groups and trainings per year
6. Report observations and changes regarding the patient to the Coordinator of Volunteers.
7. Volunteer Visitors are encouraged to attend the Tuesday morning interdisciplinary team meetings when active with a patient in order to meet their teammates; nurse, social worker, home health aid, and/or chaplain and to share their observations and insights
8. Pass an annual TB screening. The first screening is provided by Hospice. The subsequent ones are the responsibility of the Volunteer
9. Completion of paperwork for personnel file
10. Completion of Hospice of Santa Cruz County competencies
11. 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

Some of the tasks a Volunteer Visitor might do include:

- Visiting individuals/families at their home or in a nursing home and providing emotional, practical, and spiritual support when needed. Practical support can include running errands, meal preparation, transportation, light massage, help with feeding and many other tasks.
- Providing respite for caregivers.
- Facilitating communication among family members.
- Offering information and support on the dying process and on grieving.
- Vigiling, which is being present and supportive for patients and their loved ones in nursing homes close to the time of death.

## Volunteer Visitor 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