Job Title/Position: Hospice Volunteer

Reports To: Volunteer Coordinator

JOB DESCRIPTION SUMMARY

The Hospice Volunteer provides patient care and office support services according to his/her experience and training and in compliance with Altus Hospice policies.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

The Hospice Volunteer must exhibit the following competencies:

1. **Critical Thinking:** Synthesize complex and diverse information; collect and objectively weigh data; use experience, intuition, and critical thinking to complement data; and design effective processes and workflows.

2. **Results Orientation:** Assist Altus Hospice in achieving or exceeding identified strategic goals in patient service excellence, internal systems and processes, learning and growth initiatives, and financial health.

3. **Leadership:** Inspire the trust of others; balance team and individual responsibilities; give and welcome feedback; exhibit objectivity and openness to others' views, contribute to holding each other accountable and building a positive team spirit; put the success of team above own interests.

4. **Integrity and Ethics:** Treat people with respect and individuality regardless of their status or the situation; do what you say; be fair and equitable in all interactions; be a good steward of company resources; actively contribute toward employees' success and Altus Hospice's goals; uphold organizational goals.

5. **Dependability:** Maintain work behavior that invites trust and reliance; role model positive attendance and punctuality standards; ensure work responsibilities are completed correctly and are covered when absent; arrive at meetings and appointments prepared and on time.

6. **Professionalism:** Uphold high works standards that reflect the company's purpose and goals; accept responsibility for own actions; react to challenges positively and calmly; provide leadership in maintaining highest technical and customer service standards for the benefit of the patients served.

7. **Innovation:** Meet challenges with creativity and resourcefulness; remain open to change, others ideas, and trying new things; generate suggestions for improving work processes, services and products.

8. **Oral Communication:** Speak persuasively, with intention and thought, in both positive and negative situations; fully listen and get clarification; respond well to questions; demonstrate group presentation skills; participate in meetings without dominating others.

9. **Written Communication:** Write clearly and informatively; present numerical data effectively; read and interpret written information; ensure adequate, effective communication with all team members to maintain company values, goals, and culture.

10. **Quality:** Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; monitor and self-correct own work processes and outcomes; apply feedback from others to improve performance.
SPECIFIC DUTIES AND RESPONSIBILITIES

1. Hospice Activities

- **Patient Care Volunteers:** Serve patients and families according to the plan of care in the inpatient unit, in patients’ homes and in nursing homes. These services include being available for companionship, listening, simply “being there,” and preparing meals. Patient care volunteers may also provide relief for caregivers or assist them with household chores.

- **Bereavement Volunteers:** Provides anticipatory counseling and bereavement support to families/caregivers.

- **Errands and Transportation Volunteers:** Serves by offering a type of practical support often needed by hospice patients and families/caregivers. These duties may include picking up needed prescriptions or supplies, or grocery shopping.

- **Office Volunteers:** Working in hospice’s administrative offices. These activities may include assembling information packets, filing, photocopying, and assisting with mailings.

2. Communication

- Serves the patient and family/caregiver under guidance of Volunteer Coordinator and RN Case Manager or as a part of the administrative team.

- Promotes patient’s independence, respects privacy, and maintains patients’ rights to decide about care and reports findings to Volunteer Coordinator.

- Provides the Volunteer Coordinator availability on a regular basis and/or keeping with the patient and family/caregiver needs.

- Maintains open communication and reports regularly to the Volunteer Coordinator.

3. Additional Duties

- Completes documentation to ensure compliance with regulatory standards of timeliness, accuracy, and completeness via electronic record.

- Fulfills the obligation of requested and/or accepted patient/office assignments.

- Actively participates in quality assessment performance improvement teams and activities, if needed.

- Participates in mandatory volunteer in-services, meeting, and/or education.

- Demonstrates familiarity with the policies of Altus Hospice and rules/regulations of state and federal licensing agencies.

- Participates in interdisciplinary group meetings, as appropriate.

QUALIFICATIONS

- Must be 16 years or older.

- Ability to work with others as an effective team builder and team player.

- Excellent communication skills, including public speaking, both verbal and written.

- Subject to criminal background check and drug screening.

- Holds current valid Texas driver’s license.

- Reliable transportation with current automobile insurance.
WORKING CONDITIONS (travel, hours, and environment)

- This position is not paid a salary/mileage reimbursement and is strictly volunteer work.

PHYSICAL/SENSORY REQUIREMENTS (with or without the aid of mechanical devices)

Standing, sitting, walking, lifting up to 50 lbs on an occasional basis. Has well-developed motor coordination and manual dexterity to perform basic skills. Must have good vision, hearing, speech and language abilities to perform and communicate activities. The Volunteer position requires the following in lifting (any lifting over 35 pounds requires the use of an assistive device/and or physical assistance):

<table>
<thead>
<tr>
<th>Weight Range</th>
<th>Never</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Continuously</th>
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<tbody>
<tr>
<td>Up to 10 lbs</td>
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<td>X</td>
<td></td>
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<tr>
<td>11-24 lbs</td>
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<td>25-34 lbs</td>
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<tr>
<td>35-50 lbs</td>
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<td>61-74 lbs</td>
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<td>75-100 lbs</td>
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<tr>
<td>Above 100 lbs</td>
<td>X</td>
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OSHA CATEGORY CLASSIFICATION

Direct Patient Care I: Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.

Indirect Patient Care III: Tasks that involve no exposure to blood, body fluids, or tissues.

The above statements are only meant to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job related tasks other than those stated in this description.

I have read and understand the above job description. By signing below, I certify that I meet the minimum requirements and physical demands of the job and will comply with all Altus Hospice policies and procedures.

Employee Signature ___________________ Date ________________