

ADMINISTRATIVE VOLUNTEER

JOB DESCRIPTION

TITLE

Administrative Volunteer

REPORTS TO

Volunteer Coordinator (VC)/Manager of Volunteer Services (MVS)

DESCRIPTION

The Administrative Volunteer provides support to office personnel through clerical and administrative functions. An administrative volunteer may assist with answering telephones, filing, making copies, data entry or helping to create admission packets. An Administrative Volunteer might help with compiling and mailing Bereavement letters, sympathy cards or the planning of the Annual Memorial Service.

QUALIFICATIONS

The Administrative Volunteer must possess strong communication skills, must be dependable, self-directed, and flexible and have the ability to work effectively as a member of a team. He/ she must have an understanding of Hospice Services and be willing to participate in peer support/ continuing education meetings. Additionally, he/ she must:

1. Be at ***least*** 16 years of age
2. Provide the following paperwork, **co-signed by a parent/ guardian if under the age of 18:**
 - a. Completed *Volunteer Application*
 - b. 2 References
 - c. Code of Conduct Attestation Statement
 - d. Signed Permission for Background Check
 - e. Signed Permission for Drug Screen Company will cover cost of testing and screening!
3. Have satisfactory references from employers and/ or professional peers
4. Have a satisfactory criminal background check (as required by state)
5. Successfully complete the Administrative Volunteer orientation

RESPONSIBILITIES

1. Assist with assigned tasks, such as, but not limited to:
 - a. Answering telephone calls, taking messages, transferring calls, or making calls for staff members
 - b. Organizing and compiling admission packets
 - c. Copying and filing
 - d. Sending, receiving, and distributing faxes
 - e. Assembling Volunteer Orientation manuals and in-service packets
2. Participate in Volunteer support or peer groups and/ or training with other Volunteers to the extent necessary to comply with the training requirements imposed by federal Medicare regulations
3. Provide availability and/ or keep up with the assigned task to support office personnel

ADMINISTRATIVE VOLUNTEER

JOB DESCRIPTION

4. Maintain regular communication with the Volunteer Coordinator/Manager of Volunteer Services about any changes or concerns regarding current assignment
5. Function within authorized activities according to the individual's ability, knowledge, and training. Does not assume tasks or decisions which are outside the scope of the Volunteer or are within the domain of other persons, i.e. hospice clinical or office personnel
6. Document and record hours of service on the *Administrative Volunteer Activity Log*
7. Maintain confidentiality and abide by federal regulations related to privacy practices, e.g. HIPAA
8. Assure compliance with local, state, and federal laws, Medicare regulations, and established personnel policies and procedures
9. Meet or exceed delivery of Company Service Standards and operate under the company's Code of Conduct
10. Be evaluated annually based on competency and performance by the Volunteer Coordinator/Manager of Volunteer Services
11. Participate in continuing education and training, including mandatory annual in-services (HIPAA, Emergency Preparedness, Ethics, etc.)

ACKNOWLEDGEMENT & SIGNATURE

I have read and I understand the description of my role as an Administrative Volunteer, including all requirements and responsibilities. I accept the responsibility of the role of an Administrative Volunteer and I am committed to the success of Gentiva (the Hospice). I acknowledge that I am a Volunteer of the Hospice and have no expectation of compensation now or in the future. I understand that the Hospice is required by federal Medicare regulations to utilize Volunteers in unpaid positions. I understand that I might be working side-by-side with a Hospice employee performing the same or similar tasks as I am, but for compensation. This does not confuse in any way my status as a Volunteer or my expectations for remuneration.

Signature of Volunteer

Date

Printed Name

Office Location/Name