

DIRECT CARE VOLUNTEER JOB DESCRIPTION

TITLE

Direct Care Volunteer

REPORTS TO

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

DESCRIPTION

The Direct Care Volunteer serves as an additional support to patients and families dealing with a terminal illness and end-of-life issues. Support is provided in a variety of ways, including the provision of companionship and socialization to patients, or offering respite to stressed caregivers. Direct Care Volunteers may also make tuck in calls to patients and families. All care provided by the Direct Care Volunteer is outlined in the *Volunteer Care Plan* and agreed upon by the Interdisciplinary Group (IDG).

QUALIFICATIONS

The Direct Care Volunteer must possess the ability to actively listen and communicate compassionately with patients, families, and caregivers at the end-of-life. He/she has the ability to work as a team with family members and hospice staff. He/she must have the ability to respect patient/family belief systems, emotional maturity and sensitivity. Must be dependable and have access to reliable transportation. He/ she must have an understanding of Hospice philosophy and goals, and be willing to participate in peer support/ continuing education meetings on a regular basis. Additionally, he/ she must:

1. Be at least 18 years of age
2. Provide the following paperwork:
 - a. Completed *Volunteer Application*
 - b. 2 References
 - c. Signed *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!
 - f. Completed *New Hire Communicable Disease/Tuberculosis/Health Screening Questionnaire* form and additional state requirements, as required
 - g. *Tuberculin Test Administration Form (unless exempt from TB testing)
 - h. *Completed *Hepatitis B Form*

NOTE: * TB skin test and Hepatitis B forms are not required for volunteers only performing tuck-in calls

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 Direct Care Volunteer orientation

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6. Veteran Volunteers must successfully complete additional orientation specific to this role. Other specialty volunteers, such as Bereavement Support, Pet Therapy, Reiki and Vigil Volunteers must also meet requirements as indicated in those Job Descriptions.

RESPONSIBILITIES

1. Provide support to patients and families by performing essential duties such as reading to patients, playing games, writing letters on behalf of patients, assisting with plant or pet care, meal preparation, companionship or support with light household chores as needed
2. Provide support to patients and families through tuck-in call processes, completes necessary forms and communicates needs/concerns to Volunteer Coordinator (VC)/ Manager of Volunteer Services (MVS) and/or IDG team.
3. May attend funeral or visit the family/ caregivers after the death of the patient
4. Participate in Volunteer support or peer groups and/ or training with other Volunteers
5. Provide availability on a regular basis and/ or keeping with the assigned patient, family and caregiver needs as outlined and defined in the *Volunteer Care Plan*
6. Maintain regular communication with the Volunteer Coordinator/ Manager of Volunteer Services about the needs of the patient, family and caregiver. Report any concerns, problems, or sudden changes in patient, family and caregiver status to the Volunteer Coordinator/ Manager of Volunteer Services ***immediately***
7. Perform duties within the established *Volunteer Care Plan* and 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, e.g. family, caregiver, hospice personnel or facility staff
8. Document and record hours of service and return *Volunteer Visit Documentation Form* to the Volunteer Coordinator/ Manager of Volunteer Services within a timely manner, i.e. 24-48 hours
9. Notify Volunteer Coordinator/ Manager of Volunteer Services if there is a change in situation that could affect patient care, a change in status, leave of absence or need for substitute volunteer.
10. Maintain patient, family and caregiver confidentiality and abide by federal regulations related to privacy practices, e.g. HIPAA
11. Assure for compliance with local, state, and federal laws, Medicare regulations, and established personnel policies and procedures
12. Meet or exceed delivery of Company Service Standards and operate under the company's Code of Conduct
13. Be evaluated annually based on competency and performance
14. Participate in continuing education and training, including mandatory annual in-services (HIPAA, Tuberculosis, Emergency Preparedness, etc.)

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ACKNOWLEDGEMENT & SIGNATURE

I have read and I understand the description of my role as a Direct Care Volunteer, including all requirements and responsibilities. I accept the responsibility of the role of a Direct Care 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