

Hospice of Central New York

Description of Volunteer's Duties:

Hospice Volunteers provide a valuable service to the Hospice program. As a member of the Hospice program, Hospice Volunteers provide services and support to individuals with terminal illness and their families, and/or provide administrative support to the Hospice Program. Hospice Volunteer assignments are unpaid.

Family Caregiver Volunteer Duties:

- Sits and visits with patients and provides companionship and support. May read to patients, assist with letter writing, or perform other tasks to support the patient. Provides a comforting presence, and an opportunity to share memories.
- Provides respite to families and caregivers. Can assist with running errands, meal preparation, light housekeeping chores and other household tasks.
- May check in with supportive phone calls.
- Assists with transportation for patient and/or caregiver for errands, appointments or social events.
- Provides respite and support to patients in nursing home facilities and their families.
- Reports pertinent observations and any changes in patient status to the Volunteer Coordinator and/or the Hospice team.
- Works within the plan of care developed by the patient, the family, and their Hospice Team.
- Documents each visit or phone call in a timely manner by submitting a report to the Volunteer Coordinator.
- Maintains close contact with the Volunteer Coordinator and hospice staff.
- Advises the Volunteer Coordinator ASAP if unable to make a visit.

Administrative Support Volunteer Duties:

- Copies and collates materials
- Assists with outgoing mailings
- Performs routine data entry
- Assists with correspondence and filing
- Assists with organizing and staffing Hospice events and activities. Makes calls to solicit support or funding for events.
- Sorts and prepares mailing materials
- Advises Volunteer Coordinator ASAP if unable to come in to the office.

REQUIRED FOR ALL VOLUNTEERS:

- Successful completion of Hospice of CNY's Volunteer training program.
- Health evaluation, updating trainings, and any health requirements and necessary forms completed.
- Completion of all required paperwork.
- Volunteers who visit patients must have an annual TB screening test (PPD).
- New volunteers should have experienced no significant loss in the past 6 months and not be actively grieving the death of someone close.
- Demonstrated knowledge of Hospice of CNY's mission, goals and services.
- Ability to communicate with the terminally ill and their families in a helpful way, including skills for relating to denial and anger as well as sadness and helplessness.
- Ability to maintain confidentiality of information and protect the rights of the patient and their family.
- Ability to listen and interact with patients and their families without imposing one's own spiritual, religious, social and/or political values and beliefs.
- Ability to work independently as well as part of a team.
- Ability to attend scheduled in-services and training.

Additional Requirements for Volunteer Drivers:

- Must maintain a valid NY state driver's license and good driving record.
- Must maintain current auto insurance and access to a car in good working condition.