ROLE & RESPONSIBILITY OF THE
HOSPICE DIRECT SERVICE VOLUNTEER

Hospice volunteer services, in coordination with the patient’s skilled homecare services, enable individuals with life threatening illnesses to spend quality time in the comfort of a home setting and familiar surroundings, “living until they say goodbye.”

Hospice Volunteer qualifications: Pre-training interview, orientation to Hospice Volunteers of Hospice of Southern Maine mission, completion of an accredited Hospice Volunteer training course that meets the Maine State Hospice licensure requirements, and a post-training interview.

Responsible to: The Hospice Volunteer is responsible to the patient and family/caregivers for the delivery of requested services; to the Volunteer Coordinator, the primary nurse, and the Hospice Interdisciplinary Team (IDT) by providing the necessary documentation and information.

Volunteer Responsibilities:

1) Once you have agreed to visit a patient/family, be sure to make contact within the period of time you agreed to, as this can be a stressful time and families can be anxious about meeting new people. Follow through is of extreme importance.

2) After the first visit, alert the Volunteer Coordinator to the status of your involvement with the patient/family. Keeping your activity status current is crucial in order to best serve patients/families, and in the maintenance of our volunteer statistics.

3) Provide support to the patient/family as requested and as indicated you would do.

4) Establish a relationship with the patient/family through the regularly agreed upon visitation schedule or phone calls.

5) Respect the confidentiality (as signed at the course completion) of patient/family by restricting discussion of any aspects of care to the Volunteer Coordinator, the primary nurse, the Hospice Volunteer Support Meetings, or the Hospice Interdisciplinary Team—as authorized by the patient/family.

6) Volunteers will not enter the treatment and/or examining area with the client unless prior arrangements have been made with the Volunteer Program Manager.
7) Report any concerns, problems, or sudden change in patient/family status to the Volunteer Coordinator and/or primary nurse immediately.

8) Record necessary information for statistics at the time of service and mail into the office at the agreed upon time (by the 3rd of the following month).

9) Function within authorized activities according to the individual ability, knowledge and training. Does not assume tasks or decisions which are the domain of other persons, i.e. patient/family, healthcare workers.

10) Regarding medication: The Hospice Volunteer may not administer any medication. The Hospice Volunteer may only hand medication container to a patient who can self-medicate. Failure to comply could place the patient in jeopardy and result in the termination of a Hospice Volunteer.

11) Notify the Hospice of Southern Maine office as soon as you are aware of a patient’s death. Likewise, you will be notified upon the office’s hearing of a death.

12) Provide ongoing support after a patient’s death by attending visiting hours, funeral, and/or memorial services unless otherwise advised by the patient’s family.
DIRECT SERVICE VOLUNTEER JOB DESCRIPTION

• Hospice Volunteers, upon completion of a post-training interview, an accredited training course which meets the requirements of the Maine State Hospice licensure, and a post-training interview, provide supplementary non-medical aid and support to terminally ill individuals and their caregivers.

• When assigned by the Volunteer Coordinator, Hospice Volunteers are teamed up with individuals to offer patient/family support including but not limited to: meal preparation, transportation for errands, reading, listening to concerns; Respite Care; Grief Support; or a combination of the aforementioned.

• A 4 hour per week time commitment is standard.

• Volunteers are required to keep the Volunteer Coordinator, primary nurse and/or Hospice Interdisciplinary Team apprised of any changes or concerns on the part of the patient/family or Volunteer.

• Volunteers are required to keep a daily log of each contact—visit or phone conversation—by noting the hours of service, miles driven, as well as a brief description of the contact. Forms are to be remitted to the Volunteer Coordinator on a monthly basis.

• Volunteer retention is based on adherence to Hospice Volunteers of Hospice of Southern Maine mission, scope of service, job description, and one’s availability and desire to be of service.

• Dismissal of a Volunteer would occur as the result of non-adherence to this particular Volunteer Job Description, role, and responsibilities. The Volunteer in question would have the opportunity to a meeting with Volunteer Coordinator.