

HAZEN MEMORIAL HOSPITAL ASSOCIATION JOB DESCRIPTION

JOB TITLE: Volunteer Coordinator

DEPARTMENT: Hospice and Hospital

REPORTS TO: Hospice Director

WORKS HOURS: Flexible schedule; approximately 24 to 28 hours per week.

JOB SUMMARY:

The volunteer coordinator is responsible for recruiting, training, and utilizing volunteers who assist with the day-to-day functioning of the hospice program and at Sakakawea Medical Center.

JOB DUTIES:

Essential functions have been denoted with a *.

- *1. Plans and supervises all volunteer services, which includes;
 - a. recruiting, interviewing, assessing, retaining, evaluating performance, and recognizing volunteers.
 - b. preparing and updating the manual that includes the policy and procedure handbook and job descriptions.
2. Provides emotional support for volunteers.
 - a. Maintains an ongoing recognition program for volunteers.
3. Designs and supervises the training of all volunteers which will include ongoing training programs.
- *4. Plans and supervises the utilization of all volunteer services.
 - a. Collaborates with Hospice Interdisciplinary Team (IDT) in assessing appropriate volunteer needs of the patients and families.
 - b. Regularly attends ITM's.
 - c. Arranges for volunteer training to specific departments.
- *5. Maintains proper record keeping of all volunteer activities which includes services provided, hours worked, and cost savings to the SMC and hospice program by the use of volunteers, and submits these reports to the RN Hospice Director. Must also maintain applications, criminal background checks, and confidentiality statements.

6. Updates and expands skills by attending workshops/seminars on hospice care and keeps current on changes of hospice and hospital care delivery, as finances allow.
7. Is active in Hospice Quality Assurance/Performance Improvement (QAPI) Committee.
- *8. Arranges for publicity and public relations about volunteers and the department to the hospital and the community.
 - a. Responsible for being the hospital liaison between hospital auxiliary and volunteer department.
9. Performs other duties as required or assigned.

WELFARE OF OTHERS:

Responsible for the supervision of an average of approximately 50 to 60 Hospice volunteers, as well as approximately 70 Auxiliary members, 15-20 SMC Volunteers and Gift Shop personnel. Visits the hospice patients and families to assess for volunteer activities and works closely with all patients, visitors, and employees of SMC.

REQUIREMENTS:

1. Complies with dress code according to departmental policies.
2. Completes mandatory inservice material yearly.
3. Reviews, signs, and dates Disaster manual, department policy manual, MSDS manual, and any procedure revisions and updates.
4. Follows the Standard Precautions Policy.
5. Demonstrates appropriate response to emergency, i.e., fire alarms, disaster drills.
6. Respects the privacy of all persons and confidential information that employees may hear.
7. Participates on one committee or project/year.
8. Must be certified in CPR every two years.
9. Completes the Hospice Orientation.
10. Is willing to adjust personal schedule in case of real department needs.
11. Performs annual volunteer evaluations in designated timeframe. Reviews and updates job descriptions as needed.
12. Submits completed timecard by 4:00 p.m. on Friday prior to payroll week.

QUALIFICATIONS:

Education & Training

High school diploma. Previous experience in dealing with death and dying situations, i.e. in a hospice program, is preferred. Must have a current ND driver's license. Experience in working with people in public relations is preferred. Independent judgment is often

required on established policies and procedures. Must be able to work with terminally ill patients and their families to effectively cope with dying. Has the ability to speak in public and teach philosophy of hospice. Requires good organizational and people skills for the satisfaction and retention of volunteers.

PHYSICAL REQUIREMENTS:

Physical and Mental Effort

Must be able to speak and write the English language in an understandable manner. Must possess sight/hearing senses or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met. Must function independently, have flexibility and personal integrity. Must have a pleasant speaking voice.

Has the accountability for own conduct and promotes and supports positive working relationships amongst staff, between other disciplines, departments, families, visitors, patients, and volunteers.

Working Environment and Hazards

Expected to travel in hot and cold weather and variable road conditions. Office environment is small with frequent interruptions. There is potential exposure to mechanical, chemical, electrical, environment and domestic animal hazards. There is potential exposure to body fluids and needle sticks.

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May 2000

Reviewed: Dec 2001, Dec 2002

Revised: April 2003, June 2010

Revised: November 2010

HAZEN MEMORIAL HOSPITAL ASSOCIATION
JOB DESCRIPTION

JOB TITLE: Bereavement Coordinator

DEPARTMENT: Hospice

REPORTS TO: Hospice Director

WORK HOURS: Flexible schedule; Approximately 2 – 6 hours per week

JOB SUMMARY:

Responsible for coordinating, monitoring and improving the Bereavement Program or activities in support of the bereaved primary caregiver, up to 13 months after the patient's death.

JOB DUTIES:

Essential functions have been denoted with a *.

- *1. Meets with the bereaved, as needed, to provide ongoing grief work support, making referrals to professional counselors when appropriate.
 - a. Coordinates Hospice bereavement services to bereaved families.
 - b. Provides volunteers for families in bereavement if appropriate or upon acceptance by family.
 - c. Attends all Hospice patient visitations or funerals, within service area, or coordinates other hospice representation.
- *2. Designs and supervises the bereavement volunteer training of Hospice volunteers which includes ongoing training programs.
3. Assists in planning and participates in Hospice inservices designed for community outreach.
 - a. Maintains a high degree of visibility in the community representing the Hospice program.
4. Keeps accurate charts on bereaved and updates as needed.
- *5. Reviews the returned bereavement questionnaires and makes changes in bereavement services as needed.
6. Updates and expands skills by attending workshops/seminars on hospice care and keeps current on changes of hospice care delivery, as finances allow.

7. Is active in Quality Assurance/Utilization Review.
 - *a. Completes bereavement chart audits.
8. Performs other duties as required or assigned.

WELFARE OF OTHERS:

The Bereavement Coordinator is responsible for the supervision of volunteer activities involving the bereaved. The Coordinator has contact with the bereaved and the community. Works with the licensed social worker to provide bereavement services.

REQUIREMENTS:

1. Complies with dress code according to departmental policies.
2. Completes mandatory inservice material yearly.
3. Reviews, signs, and dates Disaster manual, department policy manual, MSDS manual, and any procedure revisions and updates.
4. Follows the Standard Precautions Policy.
5. Demonstrates appropriate response to emergency, i.e., fire alarms, disaster drills.
6. Respects the privacy of all persons and confidential information that employees may hear.
7. Participates on one committee or project/year.
8. Completes the Hospice Orientation.
9. Is willing to adjust personal schedule in case of real departmental needs.

QUALIFICATIONS:

Article I. Education & Training

Must have a high school diploma or GED. Is a qualified professional with education or experience in grief or loss counseling. Previous experience in working with people or in public relations is preferred. Must have a current ND driver's license. Must be able to speak and write in the English language in an understandable manner. Must possess the ability to speak in public and teach the philosophy of hospice.

PHYSICAL REQUIREMENTS:

Article II. Physical and Mental Effort

Has accountability for own conduct and promotes and supports positive working relationships among staff, between other disciplines, departments, families, visitors, and patients. Independent judgment is often required on established policies and procedures. Must be able to work with terminally ill patients and their families to effectively cope with dying.

Must possess sight/hearing senses or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met. Must have a pleasant speaking voice.

Article III. Working Environment and Hazards

Expected to travel in hot and cold weather and variable road conditions. Office environment is small with frequent interruptions. There is potential exposure to mechanical, chemical, electrical, environment and domestic animal hazards. There is potential exposure to body fluids and needle sticks.

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