

**BROCKTON VISITING NURSE ASSOCIATION
JOB DESCRIPTION**

TITLE: HOSPICE VOLUNTEER COORDINATOR

REPORTS TO: DIRECTOR – HOSPICE

POSITION SUMMARY:

The Hospice Volunteer Coordinator oversees the recruiting, interviewing, hiring, training and scheduling of hospice volunteers. Ensures the activities of the hospice volunteers meet the Hospice regulation requirements. Adheres to all agency policies including, but not limited to, the Confidentiality Agreement, Personnel Policies, and Clinical Policies and Procedures.

RESPONSIBILITIES:

- Determines need for volunteer services with the patient/family/caregiver team and the entire hospice team.
- Supervises and evaluates hospice volunteers.
- Recruits, selects, and educates volunteers to meet the staffing needs for hospice services
- Provides orientation program for hospice volunteers and works in conjunction with our Clinical Educator to ensure volunteers are successfully meeting the requirements of training as a hospice volunteer.
- Develops and maintains the volunteer orientation program.
- Maintains current volunteer personnel files and coordinates and supports continuing education of volunteers
- Attends Interdisciplinary Team meetings as indicated and participates in the development and revision of patients' plans of care regarding volunteer services.

QUALIFICATIONS:

- College degree in behavioral science or social science preferred.
- One year experience in a related field and volunteer activity.
- One year supervisory experience.
- Ability to communicate well, both verbally and in writing.
- Understanding and supporting of hospice philosophy.

STANDARDS:

Demonstrates a commitment to the provision of superior home health services, community education, and health promotion outlined in the Mission Statement, and to our values. Demonstrates skills to assist clinicians and to follow through to meet deadlines and timeframes. Adheres to BVNA and professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

All employees of BVNA are expected to display the highest standards of service excellence and embody the BVNA's motto of "More than you'd expect from home care." In order to do so, the BVNA's values (shown below) will be demonstrated throughout the course of each employee's daily activities. As each employee's role and responsibilities may be unique, these values will also be demonstrated in a way that is unique, but supportive of the employee's overall goals and the BVNA's mission and vision. Specific expectations will be made and agreed upon between the employee and his/her manager at the time of hire and throughout the year as needed.

TEAMWORK	Through teamwork, we are committed to achieve great things.
EXCELLENCE	We are professions achieving exceptional results.
COMPASSION	We are accountable and responsible for the success of the Agency.
COMMUNITY	It's all about you!

Adheres to BVNA's and Professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.