

Hospice of the Piedmont/ Hospice of Randolph

Job Title: Tuck-In Volunteer	Job Code: N/A
Department: Volunteer	Supervisor: Volunteer Coordinator
Revision Date: 3/21	Fair Labor Standards Act (FLSA):

Volunteer Agreement

I attest that I meet the qualifications as outlined in the General Qualifications and Patient/Family Volunteer Qualifications of Hospice of the Piedmont, Inc. and have completed all required volunteer training for this role. I will make a minimum one-year commitment to the agency as a Tuck-In Call Volunteer.

General Responsibility

Tuck-In volunteers are available to contact patients/families by phone for the purpose of obtaining specific information that will assist in preparing patients for evenings and weekends. In addition, these volunteers provide emotional support as appropriate.

Essential Job Functions

1. Review request and assignment with appropriate team member and/or Volunteer Coordinator.
2. Make telephone calls to the patient/family.
3. Conduct assessment of needs
4. Provide emotional support to patient/family as appropriate
5. Provide appropriate Team Member and/or Volunteer Coordinator with the information obtained according to policy.
6. Follow all policies and procedures for tuck-in services.
7. Understand the limitations of the role of the volunteer in this capacity and refer to appropriate team members when necessary.
8. Initiate communication to appropriate team members when concerns arise.
9. Document all interventions according to policy.
10. Honor time commitments.

Requirements

1. Attendance at all required sessions of the New Volunteer Orientation training program.
2. Attendance at the Tuck-In Specialized training course.
3. Demonstration of competency requirements.
4. Acceptance of supervision and direction from appropriate team members as applicable to the program.
5. Maintenance of appropriate boundaries and confidentiality
6. Attend annual Skills Lab training and pass the Skills Lab Competency Test.

NOTE: This job description is not intended to be all-inclusive. Volunteers may perform other related duties as negotiated to meet the ongoing needs of the organization.