

	<p style="text-align: center;">VOLUNTEER SERVICE DESCRIPTION HOSPICE CAREGIVER Position Description & Competency</p>
Objective:	To positively impact the patient/visitor experience by providing care and support in response to the individual needs of terminally ill patients and their families or support the family members who have recently lost a loved one through the Bereavement Program.
Hours/Shifts:	Sunday – Saturday Shifts will vary based on patient/family needs
Location:	Patients may be supported in the home, a skilled nursing facility or in the hospital setting. Families being supported by the Bereavement Program will attend sessions at various locations: Enloe Conference Center – 1528 Esplanade, Chico, CA Sierra House – 249 W. 6 th Avenue, Chico, CA Lassen Building – 1390 E. Lassen Avenue, Chico, CA
Responsible to:	Hospice Volunteer Coordinator Debbie Powers
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Personable, friendly customer-service attitude. • Able to use discretion and sound judgment when interacting with staff • Ability to accept and follow directions.
Training:	<ul style="list-style-type: none"> • Must attend hospital orientation presented by the Volunteer Services Department. • Participate in position specific training. • Attend ongoing training/update meeting for this placement.
Competencies:	<ul style="list-style-type: none"> • Oriented to work environment and hospice protocol. • Responsive to needs of patients/family members. • Exhibits volunteer professionalism.
Summary:	The Hospice Caregiver position at Enloe Medical Center encompasses two primary functions: 1) Help reduce physical, psychological, social and spiritual suffering of the terminally ill and their families; 2) Contribute to the quality of their lives during the dying experience.

Volunteers May Not:

- Be involved in direct patient care – e.g., taking vital signs, assisting patient to restroom, holding babies, etc.
- Feed patients.
- Transfer patients.
- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; volunteers may complement/assist, but not supplant the duties of a paid worker.