

# Sparrow Health System Volunteer Services

## POSITION DESCRIPTION

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**Title:** Hospice

**Location:** St. Lawrence Campus

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**Purpose:** A lay or professional person who contributes time and talent to the Hospice program.

**Responsibilities:** Provide any of the following for terminal patients and/or their family members: companionship, respite care, childcare, light housekeeping, transportation, running errands or bereavement support.  
Performs task according to Hospice policy and procedure as assigned by Coordinator of Hospice Volunteers.  
Document and submit appropriate forms for any service performed for Hospice.  
Attend inservices as required by the hospital and departmental policy.  
Participate directly or indirectly in interdisciplinary team conferences.  
Promote Hospice philosophy and purpose within the community.  
Maintain confidentiality of patient/family unit information.

**Requirements:** Must be registered in the Department of Volunteer Services.  
Must attend volunteer orientation and Hospice training program.  
Must obtain TB skin test annually.  
Must wear photo ID badge while on duty.  
Have read and understood Sparrow Volunteer Handbook.  
Have received and understood orientation for specific volunteer assignment.  
Must commit to 30 hours per year.  
Must pay annual membership dues of \$1.00.  
Must have knowledge of Standard Precautions and Blood Borne Pathogens.  
Potential for exposure to chemicals.  
Unpredictable meal times; breaks are scheduled around patient needs.  
Use of latex 0-100%, varies depending on type of volunteer assignment.  
Serve as a role model for consistent demonstration of Sparrow Health System's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.  
Demonstrate knowledge and respect patient, service provider, organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.  
Follow established HIPAA privacy procedures when using and/or disclosing protected health information.  
Maintain and protect patient rights under the HIPAA Privacy Standards.

**Qualifications:** Proper motivation and interest in the Hospice concept.  
Oral and written communication skills.  
Ability and commitment to work cooperatively and effectively with others.  
Ability to accept responsibility and assignments appropriate to training.  
Ability to exercise independent judgment within the scope of training and

assignment.

Commitment to working as a part of a team in providing support to the Hospice program.

Moderate walking, standing, lifting, pulling, and pushing associated with patient care.

**Supervision:**

All Hospice volunteers report directly to the Coordinator of Hospice Volunteers.