



Position Title: Compass Client Volunteer

General Statement of Duties: Under the direction and supervision of the Manager of Volunteer Services and in collaboration with the Compass Program Manager, provides assistance to the Compass Program client.

Functions:

1. Provides support to Compass Program clients according to established service plan.
2. Establishes a friendly relationship with assigned client and family.
3. Makes periodic visits and phone calls to provide practical and emotional support.
4. Communicates regularly with the Manager of Volunteers and the Compass Program Manager.
5. Documents visits and pertinent information as directed by the Manager of Volunteer Services.
6. Recognizes and reports changes in client condition.
7. Maintains strict confidentiality about clients and families, as well as, sensitive organizational matters.
8. Participates in continuing education and group volunteer activities.

Requirements:

1. Effective communication skills such as creative listening and sensitivity to non-verbal communication.
2. Knowledge of grief process.
3. Demonstrates willingness to work with the professional staff providing care.
4. Emotional maturity, stability, and confidence.
5. Sincere desire to help and adequate time to do so.
6. Demonstrates accountability and honors commitments.
7. Non-judgmental attitude; ability to relate to a variety of people.
8. Willingness to perform mundane tasks.
9. Understanding and acceptance of Coastal Hospice philosophy and policies.
10. Completion of "Introduction to Hospice Care" or equivalent as determined by the Manager of Volunteer Services.
11. If using automobile for Coastal Hospice duties, a valid driver's license and \$100,000/\$300,000 automobile liability insurance.

This position description has been reviewed with me, and my signature below attests that I am willing and able to perform these duties.

Signature: _____ **Date:** _____

Coastal Hospice & Palliative Care

PO Box 1733 Salisbury, MD 21802 410-742-8732 www.coastalhospice.org