

Hospice Volunteer Competencies



Role	Competency	Skill Set	Assignment/Activity
Hospice Ambassador	<ul style="list-style-type: none"> • Organizational awareness • End-of-life care advocacy • Verbal communications • Documentation 	<ul style="list-style-type: none"> • Understanding of organizational philosophy of care, vision, mission and values • Describe the range and types of services offered by your agency • Discuss hospice goals, services and philosophy • Awareness of criteria for admission to the hospice program • Identify those in your community who can benefit from the services your agency offers • Understanding of the role of the volunteer in building positive relationships with members of the community, patient/families, agency staff, agency care partners, fellow volunteers • Awareness of hospice outreach efforts and services in the community • Ability to communicate the benefits of hospice care to the terminally ill and their families • Ability to engage others in positive discussions about end-of-life care • Ability to initiate conversations and connect people to hospice services 	<ol style="list-style-type: none"> 1. Complete online module 1) Hospice History, Philosophy, Goals and Services 2. Review your agency's mission and vision statements 3. Review your agency's philosophy of care, values, and marketing materials 4. Examine key hospice messages to be used in outreach encounters and community activities and events 5. Discuss with volunteer manager hospice outreach efforts and services and your role in those activities 6. Review policies and processes on how to document these types of activities 7. With your volunteer manager, role play a conversation about end-of-life care with someone who does not know about hospice

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Patient/Family Care Volunteer	<ul style="list-style-type: none"> • Patient/family focus • Patient/family advocacy • Verbal communication • Non-verbal communication • Flexibility • Confidentiality • Documentation • Interpersonal skills • Guided by POC • Personal stress management • Creative thinking • Decision making • Problem solving • Personal/professional boundaries 	<ul style="list-style-type: none"> • Describe the various roles of hospice volunteers • Define emotional support • Demonstrate supportive communication techniques • Discuss “diversity” as it relates to your community and service areas • Outline common decisions faced by patients and families and discuss your role as a volunteer • Define HIPAA and discuss the importance of confidentiality and protection of the patient’s and family’s rights • Explain the term “advance directives” and identify the forms required to execute those directives • Demonstrate the process for documenting volunteer activities • Explain how family dynamics can influence the patient/family experience • Discuss family dynamics, coping mechanisms and psychosocial issues surrounding terminal illness, death and bereavement • Establish the role of the volunteer in working with family systems and family dynamics • List the procedures to be followed in an emergency, or following the death 	<ol style="list-style-type: none"> 1. Complete the following online modules: <ol style="list-style-type: none"> 2) Understanding Dying, Death, Loss and Grief 3) Understanding Families: Family Systems and Family Dynamics 4) Communication, Active Listening and Honoring Diversity 5) The Nuts and Bolts of Hospice Volunteering 2. Review agency forms for Living Will, Health Care Surrogate/Proxy, Do Not Resuscitate: Advance Directives 3. Review your agency’s organizational chart and outline the lines of communication available to volunteers 4. Review agency specific procedures for documenting these volunteer hours and activities 5. Tour the various hospice service sites. 6. Interview two IDT members and ask them how they maintain a healthy balance while working for hospice 7. Attend an IDT meeting and listen for examples of how IDT supports patient/family choices and resolves “problems” as they occur 8. Review agency resources available

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Interdisciplinary Team Member		of a patient <ul style="list-style-type: none"> • List your volunteer duties and responsibilities • Identify the person to whom you report • Identify the person(s) to contact if you need assistance and instructions regarding the performance of duties and responsibilities 	to volunteers and identify ways to utilize them in your work <ol style="list-style-type: none"> 9. Review agency specific policies regarding procedures for volunteers to follow in an emergency and following the death of the patient 10. Review your position descriptions with your volunteer manager and clarify all duties and responsibilities
	<ul style="list-style-type: none"> • Team communications • Care planning 	<ul style="list-style-type: none"> • Describe the interdisciplinary care management system and model • List the members of the interdisciplinary team • Discuss the roles and functions of each team member • Discuss the role of the volunteer in care planning • Describe the care planning process • Discuss types of information that would be critical to share with your IDT 	<ol style="list-style-type: none"> 1. Complete online modules <ol style="list-style-type: none"> 1) Hospice History, Philosophy, Goals and Services 2) Understanding dying, death, loss and grief 2. List and explain the components of your agency's IDT meeting 3. Observe interactions and collaboration of team members at an IDT meeting 4. Interview 5. Review agency specific policies and procedures regarding the participation of volunteers in the care planning process 6. Review practice scenarios with your volunteer manager regarding when and what types of information to share with team members