



2269 Cherry Valley Road • Newark OH 43055 • 740-788-1404

www.hospiceofcentralohio.org

Volunteer Services

Position Description

Selma Markowitz Inpatient Care Center (ICC) Volunteer

Benefits created by this position:

Patients at the Selma Markowitz Inpatient Care Center (ICC) receive support and companionship from ICC Volunteers. Clinical staff caring for patients can attend to actively dying patients and to symptom management because ICC Volunteers are providing support for non-medical tasks.

Position Purpose:

To provide personal companionship for patients staying at the ICC; to perform a limited number of non-medical tasks that contribute to comfort for the patient and the patient's family.

Key Responsibilities:

- Upon arrival for assigned shift, familiarize oneself with the patients and their current conditions
- Provide support to family members and other patient visitors as needed
- Keep rooms stocked as indicated on room supplies list, including personal protective equipment (PPE) kits
- Assemble admissions packets and maintain all unit paperwork supplies
- Maintain kitchen and family areas
- Unpack medical supply boxes in appropriate location when delivered
- Answer phone at front desk and greet visitors
- Complete and submit an online volunteer time sheet, recording # of hours served and date(s) hours served



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Volunteer Services

Selma Markowitz Inpatient Care Center (ICC) Volunteer (*cont'd*)

Time Frame and Scheduling:

ICC volunteers serve from two to four hours per week on one day per week (Sunday through Saturday) in one of the following time frames:

8 AM – 1 PM

1 PM – 5 PM

5 PM – 9 PM

Estimated hours per month = up to 16

ICC volunteers serve from two to four hours per week on one day per week (Sunday through Saturday) in one of the following time frames (approximate):

8 AM – 12:00 NOON, 1 PM – 5 PM, OR 5 PM – 9 PM

Estimated hours per month = up to 16

Volunteers agree to a regular day and time of ICC staffing service. If the volunteer is unable to serve her or his shift **for any reason (emergency or not):**

1. **Contact the ICC: 740-344-0379**
2. Arrange for a substitute, contacting other ICC volunteers using the **ICC Volunteer Roster.**
3. If unsuccessful in finding a substitute, contact Volunteer Services.

Worksite:

All services of the ICC Volunteer are provided at Licking Memorial Hospital, 6th Floor.

Qualifications:

- At least 18 years of age
- Ability to deliver compassionate, inclusive, and nonjudgmental support to people affected by the end-of-life process
- Ability to maintain professional boundaries with patients and family members
- At ease in the presence of people who are dying
- At ease in the presence of the patient's family
- Dependable and reliable



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Selma Markowitz Inpatient Care Center (ICC) Volunteer (*cont'd*)

Training Required:

- New Volunteer Training series
- Orientation to the Inpatient Care Center with a designated trainer
- Completion of one (1) 2-hour shadowing session with designated ICC volunteer

Ongoing Support:

The volunteer conducts a self-assessment and participates in a feedback process with supervisors at least once per year. The volunteer is encouraged to request support or provide feedback about this position at any time to the supervisors.

Resignation

The volunteer notifies her or his staff supervisor, or Volunteer Services, in the event of resignation of this position. The courtesy of two weeks' notice is requested. Volunteer Services offers the volunteer the opportunity to participate in an exit interview when resigning this volunteer position.

Supervision

The ICC Volunteer reports to the ICC Team Manager at the ICC, and also receives support from the other ICC clinical staff.