

Alegent Health is a not-for-profit umbrella corporation providing governance, administrative management and direction to all operations of Bergan Mercy Health System (sponsored by the Catholic Health Initiatives) and Immanuel Medical Center (Immanuel Health Systems). These two health systems have consolidated operations while maintaining separate religious identities, financial assets and medical staffs.

VNAPC is a non-profit agency that has a 90 year history of providing quality, compassionate home care services to Pottawattamie County and the surrounding counties. VNAPC has provided a full continuum of care, including home care services, maternal child, public health, and home maker services. In 2006, VNAPC added Hospice to its continuum of care.

Nature and Scope:

The incumbent reports to the HSI Volunteer Coordinator and works collaboratively with other members of the organization, including, nurses, social workers, team assistants, physicians, other volunteers, and other health care providers. Also effectively communicates to patients/families and community/professional organizations. This person collaborates with external customers including patients and families. Travel to all locations is required and reimbursement for travel is not provided.

Principle Accountabilities:

1. Participates in all safety, security, and infection control programs that are mandatory as well as those required and provided by the department.
2. Demonstrates work practices consistent with HSI and department-specific safety, security, and infection control policies.
3. Demonstrates and role models the HSI commitments in daily behavior.
4. Values and embraces multicultural traditions and recognizes when there is a need for and procures translations/interpretations appropriately.
5. Complies with all internal and external regulations, Medicare Conditions of Participation and policies and procedures. Demonstrates understanding and practices of HIPAA regulations.

6. Provides ideas, comments and recommendations through established forums, suggestion box, team meetings, steering groups, and leadership communications and in any opportunity for open dialogue.
7. Maintains awareness of regulatory guidelines governing the Hospice industry to ensure compliance within the volunteer program.
8. **Visit report-** Veteran volunteers must complete the Visit Report Form each time they visit the veteran patient. The visit report is **essential** to team continuity.
9. The veteran volunteer will mail in the Visit Report to the Volunteer Coordinator within an agreed upon time. Stamped and addressed envelopes will be provided.
10. The veteran volunteer will provide service to veteran patient(s) per identified need. To provide continuity of care, the Veteran Volunteer will keep scheduled day/time. If unable to visit, the volunteer will:
 - a. Call the Volunteer Coordinator, and
 - b. Call the patient/family
11. Carry out other assignments as may be appropriate.

Disclosure Statement:

The above statements reflect the general details considered necessary to describe the essential functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the position.

Qualifications:

Veteran volunteers must be a veteran. A veteran is defined as a person who has served in a military force. Veteran volunteers must have a professional appearance, maintain own good health, respect patients' confidentiality, and be reliable, honest, dedicated and flexible. Veteran volunteers must be aware

of special circumstances and situations of patients and caregivers and be compassionate and good listeners.

Application and Training Procedures:

- Following an initial pre-screening, veteran volunteers will complete a 16-hour training involving all disciplines on the Hospice team. This initial training will include viewing HIPAA regulations and pertinent information regarding Hospice of Southwest Iowa policies and procedures.
- Hospice Administration, Volunteer Coordinator, and the Veteran Volunteer will make a mutual decision in determining the appropriateness in completion of training. The Volunteer Coordinator will summarize the initial interview and place information in the candidate's personnel file.
- Upon hire, the Veteran Volunteer will keep all commitments. The Veteran Volunteer will call the Volunteer Coordinator if unable to serve as a volunteer, if vacationing, and/or ill.
- An in-service training will be provided on a regular basis, usually monthly to all veteran volunteers.

Length of commitment to Hospice of Southwest Iowa: one year from date of return of background checks. A renewal of this commitment can then be made yearly.

If the veteran volunteer is negligent with patient, is not accountable for volunteer performance and volunteer assignment notes, and does not attend mandatory in-services, then the volunteer must be dismissed.