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| **Job Title:**  Bilingual/Multilingual Companion | **Reports to:**  Hospice Director and/or Volunteer Coordinator |

**Summary/Purpose:**

Bilingual/Multilingual Companions are volunteers that enjoy meeting new people and who have a heart for people in need of social connections. These volunteers assist the Heritage Home Health staff with enhancing the service experience of hospice patients by providing interactions in a patient’s native language. This contribution of time helps us stay true to our mission of delivering patients the best quality of life to surrounded with people they love.

**Tasks/Responsibilities:**

* Review case notes for clients assigned under your care to become familiar with the care plan, preferences, language spoken, and any other important information. Maintains the privacy and security of all confidential and protected health information. Uses and discloses only that information which is necessary to perform the function of the job.
* Volunteers provide emotional support and companionship to the patient and their loved ones, spend time with the patient and their loved ones, give caregivers a break to rest, run errands, etc., help serve meals, play card or board games, or do light housekeeping, like dishwashing, and support hospice staff in the office.
* Volunteers **do not** provide direct medical care, like measuring or administering medications Provide direct personal care, such as bathing, or perform regular, heavy housework.
* Close relationships with patients may be formed, which may result in the volunteer needing to effectively cope with death and grief. (Grief counseling is available if needed.)

**Qualifications/Skills Required:**

* Suitable for those pursuing careers in the medical field, social services, nursing, gerontology, chaplaincy, or other careers in the helping professions, but open to anyone 18 years or over who meets minimum qualifications.
* Demonstrate knowledge of the philosophy, mission, and purpose of hospice. Able to communicate with the terminally ill and their families in a helpful way. Must be able to read and comprehend simple instructions, correspondence, and memos. Able to maintain confidentiality of information and protect the rights of the Hospice patient. Able to listen without imposing one’s own spiritual, religious, social and/or political values and beliefs. Able to work independently and as part of a team. Able to attend scheduled in-services and training.
* Must have valid driver’s license and insurance. Required TB test, and updated immunization records. Required CPR/First Aid certification.
* Required to use hands and fingers to handle and feel objects. The volunteer frequently is required to sit, climb, stoop, kneel, and communicate by talking and listening.

**Benefits:**

* The benefit of helping others who are not able to repay you is priceless; volunteers do acquire an abundance of hours in a direct patient-contact position. Continuing education in end-of-life issues and bedside manner are available to all volunteers, as well as Grief Counseling, as needed.
* Volunteers are invited to a variety of social/appreciation events; a personalized letter of recommendation is provided to anyone with over 100 hours of patient contact (excludes special event and training hours).

**Time Commitment:**

* A commitment of a minimum of 1 year of service. Generally, assignments are made once a week for 2-4 hours. Visits may be shorter for patients in nursing homes, those with dementia, or those who are not fully conscious.
* Completion of a 4-hour training in bedside manner, dependent adult abuse and neglect prevention, personal protective equipment (PPE), isolation precautions, and case management.

**Location/Work Environment:**

* The work environment consists primarily of the patient’s place of residence, which may be patient’s home, long term care facility, or hospital. Driving and sharing close personal space with patient. Standard precautions should be practiced whenever there is a risk of infection. You will be notified of specific precautions when necessary.

**Acknowledgement/Signature:**

The details of this volunteer description have been explained to me and I understand the tasks and responsibilities of this volunteer position.

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**Volunteer Printed Name Volunteer Signature Date**

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**Volunteer Printed Name Volunteer Signature Date**