

VOLUNTEER BULLETIN

PINE TREE HOSPICE

Special Edition: August 2019

Meet Your New Coordinator of Volunteers and Client Services!

I am super excited to introduce you to Pine Tree Hospice's new Coordinator of Volunteers and Client Services (CoV&CS)! Meet Cheryl Crabtree. Some of you may already know Cheryl through her work with the Thriving in Place initiative and Savvy Caregiver trainings. Cheryl comes to PTH with an eagerness to get to know the volunteers that have built the reputation of this organization. She brings an appreciation for the challenges of aging as well as the importance of meaning and purpose in everyday life that keeps us young at heart. A seamstress, avid reader, gardener, and lifelong learner, Cheryl looks forward to new opportunities to learn from others.

Over the past four years I have had the privilege to interact with Cheryl in both professional and personal settings and have enjoyed our time together. Given our prior connections as well as her experience and skills, I am confident that this transition will be smooth and that you (and our hospice clients) will be in very capable hands.

Cheryl will begin her journey as the CoV&CS with PTH on August 12th. I will be working closely with her over the next several weeks as



she learns about PTH and the various roles and responsibilities of the CoV&CS, meets volunteers and clients, participates in home visits, team meetings, medical hospice meetings, learns about all the volunteer paperwork, etc!

While both Cheryl and I will be working part time, one or both of us will be in the office every day and will be easily assessable. If you have any questions or concerns during this transition, please do not hesitate to reach out to either of us! To see more about each of our new roles, see page 2 of this Bulletin.

*In Service and With Much
Gratitude,
your new Bereavement &
Education Coordinator,
Lisa*

The New Positions Explained...



The Coordinator of Volunteers and Client Services (CoV&CS) is responsible for all areas of **direct and indirect care** volunteer management as well as coordination and delivery of services for **hospice clients and families**.

PRIMARY RESPONSIBILITIES:

Volunteers.

- Actively participate in the recruitment, screening, and training of direct care and indirect care volunteers
- Supervise and support direct care and indirect care volunteers including matching skills and interests with open positions and processing volunteer timesheets
- Participate in the Education Committee

Hospice Program.

- Complete potential hospice client intakes and home visits to assess needs and goals of client and family and appropriateness of volunteer services
- Match volunteer to family to ensure the best fit for high quality services
- Assess ongoing client/family and volunteer needs and satisfaction with services
- Facilitate monthly team meetings
- Coordinate services with medical hospice clients
- Participate in the Hospice Committee

Coordinators' Schedules:

While our hours vary a bit due to events, trainings, and meetings, in general our work days are:

Cheryl. Monday through Thursday, six hours each day.

Lisa. Tuesday, Wednesday, Friday, five—six hours each day.

The Bereavement and Education Coordinator (BEC) is responsible for the development and delivery of the PTH **bereavement and education/training programs** and opportunities as well as for the supervision of **bereavement facilitators** and **Advance Care Planning Facilitators** *regarding their duties related to these programs*. Additionally, the BEC will oversee the **Quality Assurance** of volunteer services to ensure readiness for state licensure.

PRIMARY RESPONSIBILITIES:

Bereavement Programs.

- Recruit, screen, train, and supervise volunteer bereavement facilitators
- Provide one on one bereavement assessment, education, and support via telephone and/or in person
- Participate in the Bereavement Committee

Education.

- Work with the Education, Hospice, and Bereavement Committees to identify and secure quality educational opportunities for volunteers and community members
- Oversee all educational programming and present education related to death, dying, and bereavement to volunteers and community
- Train and supervise ACP facilitators regarding their duties and effectiveness pertaining to the ACP program
- Organize and maintain PTH library
- Meet with client/family to educate about advance directives as requested

Quality Assurance

- Work with CoV&CS to maintain client files and volunteer documentation/ qualifications as required by medical hospice and state regulations
- Work with staff and volunteers to prepare for licensure visits