

Rutland Regional Health Services

Volunteer Position Description

Title: Bridges & Beyond Volunteer
Department: Social Work
Approved By: Betty Spooner
Date: 7/1/10; Rev. 1/5/12; Rev. 6/24/13; Rev. 3/25/22
Volunteer Reports To: Bridges & Beyond Program Coordinator or Assistant Coordinator

Summary of Volunteer Service: To provide services to residents of Rutland county, helping to support independent living and improve quality of life.

Volunteer Acceptance

My signature below indicates: I have reviewed this position description. I understand the position expectations and limitations, and questions have been answered to my satisfaction. I agree to fulfill the expectations to the best of my ability and to bring questions, concerns and ideas for improvement to program personnel.

Volunteer

Date

Essential Functions:

1. Provide specific services, mutually agreed upon by all parties, to clients in a caring and compassionate manner. These services **may** include (depending upon volunteer skills, ability and/or preference):
 - a) transportation to appointments, shopping and/or outings; or perform errands/shop for clients
 - b) visit client or provide a safety check

2. I understand while volunteering, that I am representing the Bridges & Beyond program and Rutland Regional Medical Center and I will conduct myself in a professional manner and exhibit appropriate personal behavior, as follows:
 - a) I am committed to providing service through the Bridges & Beyond program that meets the standards set forth by program policies including courtesy, reliability and commitment to the clients served.

 - b) If a commitment for service has been made and I am unable to fulfill the assignment, I will contact Bridges & Beyond staff, and the client, if possible, as soon as I am able.

 - c) I will be non-judgmental and will respect the rights, views and personal space of the clients and others who I am in contact with while volunteering, treating them with fairness, courtesy and respect.

 - d) I will treat the client's personal property and possessions with care and respect.

 - e) I will not exploit the trust of the clients or others who I am in contact with while volunteering.

 - f) I will accurately represent myself (as an RRHS Bridges & Beyond Volunteer) and the services that I provide at all times. While I may possess professional credentials or license, or have a background in the medical or mental health field, I will not represent myself as said professional when performing services for the Bridges & Beyond Program. This is a volunteer program without malpractice insurance, and the services provided are non-clinical in nature.

 - g) I will not use profanity or vulgar language while with the client, nor engage in or condone any form of harassment.

 - h) I will not use my relationship with a client to promote any moral, religious, or political beliefs, nor impose my own views or feelings on them.

 - i) I will not use my relationship with Bridges & Beyond clients for any personal gain or purpose.

- j) While assisting a client, I will not:
- give client medication
 - lift the client or assist with hands-on personal care such as bathing, dressing, etc.
 - admit anyone to the client's residence unless authorized by client or family member
 - bring friends or relatives of mine to the client's home without client's permission
 - impose my own values on the client
 - handle or accept money from the client, unless it is as a donation to the program or for items specific to service being provided (e.g. grocery shopping)
 - use client's phone for my personal use without the client's permission
 - drive the client's car
- k) I will not use, possess, or be under the influence of alcohol or illegal drugs at any time while serving as a Bridges & Beyond Volunteer.
- l) While serving as a Bridges & Beyond volunteer driver:
- I will obey all motor vehicle laws and regulations, including vehicle inspection and registration
 - I will follow safe driving practices such as turning on headlights during times of fog, rain or other low visibility and clearing car windows, lights and other major surfaces of snow and ice
 - I will wear a federally approved safety belt and ensure all passengers do the same
 - I will not transport a client who is a minor, unless preapproved by Bridges & Beyond staff.
 - I understand I may refuse to transport a client who is under the influence of alcohol or illegal drugs, being physically or verbally abusive, or exhibiting otherwise unacceptable behavior

Privacy and Confidentiality

1. I will respect the privacy of any person(s) served through my service as a Bridges & Beyond Volunteer.
2. I will hold in confidence all information shared in the course of the service except as agreed to by the client or their legal caregiver or guardian.

Reporting/Business Practices

1. I will submit, at the end of each month, accurate and truthful reports of service provided, to include miles traveled and hours served. I understand that if I knowingly submit a false or fraudulent report that my service as an RRHS volunteer may be terminated immediately.
2. I understand that the background and driving records checks performed during the volunteer application process are also conducted on an annual basis.
3. I will provide feedback and respond openly and honestly to questions posed by RRHS staff regarding my experience as a Bridges & Beyond Volunteer.
4. If I have concerns about a client's safety, health care or mental health needs, or identify that the client may benefit from a referral to another community agency, I will report this to Bridges & Beyond staff.

Recommended Qualifications for Volunteer Position:

1. Sincere interest in working with individuals and their families.
2. Good interpersonal skills, exhibiting characteristics of patience, compassion and caring.
3. Good communication skills, both as a conversationalist and a listener.
4. Able to work independently to assist client, but uses good judgment as to when to call for help.
5. Must be able to maintain confidentiality.
6. Must be reliable and willing to follow through when the commitment is made to provide a service.

Thank you for your interest in being a Bridges & Beyond volunteer!!