



## LPN – Volunteer Coordinator

### General Definition of Work

Performs intermediate licensed practical nursing work providing volunteer coordination, clinical support, care coordination, and program operations assistance. Coordinates hospice volunteer activity service programs (visiting volunteers, bereavement, therapy dog, We Honor Veterans, and a Parting Gift volunteers). Serves as a primary point of contact for hospice referrals, clients, families, volunteers, and interdisciplinary team members to ensure timely, compassionate, and compliant hospice care delivery. Work is performed under limited supervision of the Hospice Supervisor/Public Health Supervisor, with clinical direction from a Registered Nurse and/or physician.

### Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Essential Functions

Coordinates hospice volunteer services by recruiting, screening, training, scheduling, and supporting volunteers to meet client and family needs in compliance with hospice regulatory requirements; manages volunteer documentation, data, and reporting.

Assesses and responds to client and family volunteer needs; communicates effectively with volunteers and hospice staff to ensure quality, coordinated services.

Provides consultation, triage, and processing of hospice referrals/other agency referrals as necessary, including obtaining, documenting, and safeguarding confidential health information from clients, families, providers, and case managers.

Applies licensed practical nursing knowledge and critical thinking to respond to hospice-related inquiries and support appropriate service coordination.

Provides licensed practical nursing services to hospice clients (and other agency clients as assigned) in home and community settings under the direction of a registered nurse and/or physician and in accordance with the hospice plan of care/standing orders.

Conducts assigned home visits to monitor client status, observe and report changes in condition, and support ongoing care coordination.

Performs skilled nursing tasks within LPN scope of practice, including assessments, medication reconciliation and education, assistance with medication administration as permitted, wound and ostomy care, catheter and basic tube care, and support with activities of daily living.

Reinforces hospice education for clients and caregivers related to comfort-focused care, disease progression, medication use, safety, infection prevention, and symptom reporting.

Documents all client care, observations, service coordination, and administrative activities in a timely, accurate, and compliant manner within the medical record.

Serves as a liaison among clients, families, interdisciplinary team members, volunteers, physicians, and community partners to support timely, coordinated hospice care.

Supports post-admission follow-up visits, intake-related visits, urgent or same-day visit capacity, and on-call support as operational needs allow.

Provides administrative and operational support for hospice services and other agency departments, including data entry, reporting, record management, and supply coordination. Assists with developing and implementing strategies for communication and outreach.

Manages and orders medical supplies, medications, and durable medical equipment as assigned to support client care.

Orders vaccine for inventory and administers vaccinations to staff and clients as designated and serves as backup Vaccine Coordinator and/or Vaccine Manager as assigned.

Participates in quality performance and improvement activities to support efficient and compliant hospice operations. Attends required staff meetings, trainings, workshops, conferences, and staff development activities and participates in emergency preparedness and public health emergency response duties as assigned.

Contributes to the development of organizational competencies that strengthen the quality and performance of public health practice and participates in organizational capacity building and training activities to advance public health competencies.

Performs other related duties within the as apparent or assigned, including duties within the scope of the Licensed Practical Nurse practice.

### **Knowledge, Skills and Abilities**

Required Competency and Skills: Knowledgeable of Tier 1 Public Health Core Competencies and demonstrates commitment to increasing individual skills in all eight focus areas to include: Data Analytics and Assessment, Policy Development and Program Planning, Communication, Health Equity, Community Partnership, Public Health Sciences, Management and Finance, and Leadership and Systems Thinking.

Thorough knowledge of standard office equipment, paper and electronic patient chart documentation and medical record forms, timesheets, and mileage reports; thorough knowledge of standard office software. Skill in planning and organizing work, managing multiple priorities, being flexible in responding to the demands of the workplace and maintaining a high level of detail orientation. Thorough knowledge of medical terminology and community health and resources. General knowledge of related industry, organization, and agency policies, practices and procedures, the Nurse Practice Act, Health Insurance Portability and Accountability Act (HIPAA), Medicare rules, related industry organization and agency legal guides, recommendations, and best practices; public health and hospice core functions, philosophy, and procedures. Ability to make arithmetic computations using whole numbers, fractions, and decimals, and to compute rates, ratios, and percentages; to communicate effectively in oral and written forms; to establish and maintain effective working relationships with vendors, service providers, state and federal agencies, citizens, associates, and the public; to maintain confidentiality; thorough skill in documentation and record keeping. Ability to perform public health emergency response duties as assigned. Ability to establish, maintain, code, modify, track, and retrieve information and compile data that may require searching files, records, computer files, spreadsheets, and customized database applications. Ability to be always tactful and establish effective working relationships to carry out job duties; ability to be non-judgmental and culturally appropriate to each person being served.

### **Education and Experience**

Associate or Tech degree in nursing and moderate experience working as a licensed practical nurse.

### **Physical Requirements**

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects. This classification involves seldom physical agility requirements such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using of measuring devices, assembly or fabrication of parts within arm's length, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Special Requirements**

Current Minnesota License – Licensed Practical Nurse

Upon employment or within six months of hire training in: AWAIR, Employee Right to Know, NIMS, bloodborne pathogens, TB/respiratory protection, Emergency Action Plan, HIPAA, Data Practices and fire training.

Occasional non-traditional work hours required.

Valid driver's license in the State of Minnesota.

**Acceptance Statement**

I have carefully read, understand, and accept the job description, including the qualifications, requirements, and physical demands of the position of Intake Nurse, with or without reasonable accommodation and I certify that I can and will perform the essential functions of the position.

Signature of Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_