



## VOLUNTEER POSITION DESCRIPTION

JOB TYPE: Guest Services

POSITION: Guest Companion

DESCRIPTION: The primary focus of the volunteer Guest Companion is to provide hospitality and emotional support to guests and their loved ones, allowing them to share their thoughts, feelings, memories, concerns and questions, or simply sitting quietly with them.

COMMITMENT: A weekly or regularly-scheduled time commitment for a minimum duration of 6 months is preferred. The typical volunteer shift is 9am – 12:30pm or 12:30pm – 4pm. The minimum volunteer age is 18.

### KEY TASKS

The volunteer Guest Companion will:

- Strive to uphold a loving, respectful, warm and compassionate home environment where our guests and their loved ones are our highest priority.
- Perform tasks and responsibilities in a manner consistent with the PCH mission and objectives.
- Support guests and their loved ones with sensitivity and without intrusion.
- Attend to the comfort and needs of guests (if requested, visit with them, pray with them, read aloud, play cards, etc.).
- Attend to guest food requests (prepare a light meal, bring a cup of ice, assist with feeding, etc.). A valid Foodhandler Permit from the Tulsa County Health Department is required and can be obtained online at no cost.
- Report guest behaviors such as signs of pain, restlessness, agitation, etc. to PCH staff.
- Interact with guest's loved ones (answer questions, both general and those regarding the dying process, etc.).

### KEY ATTRIBUTES AND SKILLS

- Commitment to the mission of *Porta Caeli House*
- Completion of PCH Volunteer Orientation and Training
- Commitment to serve our guests, their loved ones and other visitors to PCH
- Understand, sign and comply with PCH Volunteer Liability Release, Confidentiality Agreement and Media Policy and Release
- Willingness and ability to undertake all necessary tasks
- Professional appearance, conduct and communication skills
- Sensitivity to the need for privacy on the part of the guest or their loved ones
- Ability to listen and respond without judgment or advice
- Flexibility, as the same tasks and needs may not be present each time

*While performing the duties of this position, the volunteer is regularly required to sit, stand, walk, stoop and/or kneel. Volunteers may be exposed to blood, body tissue and fluids, airborne contaminants, as well as other hazardous waste materials. The volunteer must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 20 pounds.*