

This resource is a result of the collaborative efforts of NHPCO's Next Generation Leadership Council.

The Administrative Support Volunteer assists hospice agency staff as needed to help ensure smooth operations in compliance with all regulatory guidelines and optimize the team's ability to provide the best possible care to the patients and families they serve. The purpose of this document is to provide information on common skills that may be considered for the Hospice Administrative Support Volunteer role.*

Required Skills

The following skills are considered mandatory for the Administrative Support Volunteer.

Accountable / Take Ownership

- Take responsibility for actions; see a problem and address it.
- Take charge and get things done when they need to get done, without being asked or told to do so.

Approachable & Collaborative

- Able to collaborate effectively with the interdisciplinary team.

Efficient

- Able to complete tasks timely and accurately.

Empathetic

- Able to emotionally understand what other people are feeling and relate to that feeling or imagine yourself in their position.

Ethical / Demonstrates Integrity

- Ability to do the right thing even when no one is watching.
- Can be relied on as honest and truthful; ability to easily identify sensitive and confidential information and handle it appropriately.

Mid-Level Skills

Ideally, the Administrative Support Volunteer will have experience with the skills noted below but may not be experts in these areas.

Flexible

- No two patients, no two days, and no two deaths will look the same. Flexibility will allow you to adapt to the situation at hand.

Professional

- Able to maintain professional composure at all times, especially during challenging and stressful situations.

Patient Advocate

- Assist in facilitating freedom of choice.

Culturally Aware

- Having an awareness of other culture's customs, beliefs, and needs to help address end-of-life needs.

Adaptable

- Able to assess, evaluate and adapt practices in caring for patients and families.

Multitasker

- Able to complete multiple tasks concurrently, as needed.

Experience with Death and Dying

- Experience as either a volunteer or personally through caring for a loved one.

Preferred Skills

These skills are those that the Administrative Support Volunteer may have experience with; however, they are not required for this position.

Experience with Computers and Technology

- Some experience with computers and other common technology used in an administrative role.

Interpersonal Skills

- Not everyone handles stress in the same manner. Interpersonal skills include knowing how to communicate with others, strong EQ, patience, observation, and compassion.

Strong Communicator

- Strong communication skills are necessary to work with the care team, the patient, their family, and any other medical professionals involved in the patient or family's needs. The ability to clearly, honestly, and empathetically answer questions is critical.

Emotionally Strong

- Caring for the terminally ill can be emotionally exhausting. Self-care is important to maintain balance.

Note: State requirements may dictate specific skill sets for volunteers. In that scenario, please default to the requirements of your state. Please also refer to CMS' Conditions of Participation related to personnel requirements.