

### Spiritual Care Volunteer

**PURPOSE:** Spiritual Care Volunteers provide additional and specific types of spiritual support to our patients in the hospital setting.

**DAYS/HOURS:** All days available, 9AM-8PM

**NUMBER OF VOLUNTEERS:** Multiple opportunities available

#### ***VOLUNTEER RESPONSIBILITIES:***

- To communicate with the Chaplain and the UConn Health staff any urgent needs that arise during supportive visits
- To perform specific tasks related to Spiritual Care in support of a specific patient and/or their family
- To be courteous, cooperative, and considerate when dealing with patients, visitors, and UConn Health Staff.
- To hold in strict confidence any information, observed, overheard, or surmised regarding a patient, a diagnosis, or a member of the hospital staff.
- To be patient & sensitive to divergent cultures, religions, ethnicities, and persons with disabilities.
- To perform only those tasks within the scope of volunteer duties
- To be punctual and attentive in performing duties
- To be compliant with the department specific standard operating procedures
- To be compliant with all UConn Health trainings & competencies

#### ***DUTIES/DAILY PROCEDURES:***

- Visits will be arranged in coordination with the patient and the Chaplain.
- Visit patients in a timely fashion being prepared to provide the agreed upon type of support.
- Report any variations or additional requests made by patient, family, or staff.
- Listen empathetically and engage attentively to the patient or their family.
- Provide any relevant updates to UConn Health staff and participate to resolve non-medical concerns and problem solve and advocate on the caregivers' behalf.
- Alert the Chaplain or Patient Relations when family or visitors are requesting additional support.
- Assist with all other patient and caregiver experience duties assigned.
- Attend continuing education events as arranged or requested.

**Preferred Requirements:** Ideal candidates will possess the following qualifications:

- Educational Background: Coursework or degree in psychology, social work, counseling, mental health, or a related field.
- Relevant Experience: Prior experience in therapy, counseling, peer support, crisis intervention, or mental health advocacy.
- Communication Skills: Strong active listening and empathetic communication abilities, with a nonjudgmental and supportive approach.
- Confidentiality Awareness: Understanding of the importance of privacy and confidentiality in mental health settings.

- Cultural Sensitivity: Ability to work respectfully with individuals from diverse backgrounds and experiences.
- Emotional Resilience: Capacity to remain calm and composed in emotionally charged situations.
- Team Collaboration: Willingness to work collaboratively with staff, clinicians, and other volunteers.
- Commitment to Learning: Openness to training, supervision, and ongoing education in mental health practices.

***Minimum Requirement:***

- Ability to carry out written and oral instructions
- Ability to maintain professional demeanor with patients, visitors and staff in high-stress situations
- Stand and sit for periods of time

***SUPERVISION:*** While on duty, receives direction from the Chaplain or their assigned delegate.