

SERVICE-LEARNING YELLOW PAGES PLACEMENT SITE

Updated: 9/15//2021

Name of Agency: Kline Galland Hospice
Volunteer Site Address: 5950 6th Ave S., Suite 100, Seattle, WA 98108
Mailing Address: Same as site address
Agency Hours: 8:30 AM – 5:00 PM, M–F
Contact: Alyssa Bobman Cohen, Director of Volunteer Services
Phone: Office: 206-805-1930 / Volunteer Director: 206-209-6531 **Fax:** 206-805-1931
Email: alyssab@klinegalland.org **Website:** www.klinegalland.org

BEST WAY TO APPLY (phone, e-mail, drop-in): Please complete our brief Volunteer Interest Form online (<https://www.klinegalland.org/get-involved/volunteer/volunteer-interest-form/>), and a member of our team will contact you to arrange a phone interview.

Agency Description: Kline Galland Hospice provides highly specialized care that maximizes every aspect of quality for individuals facing end of life. A coordinated team of healthcare professionals is committed to meeting the physical, emotional, and social needs of patients and families. Provided wherever an individual resides, the emphasis is on comfort, respect, kindness, and compassion, caring for spiritual and cultural wishes as well.

Position Descriptions: Volunteers are the heart of hospice care and participate at all levels, including patient care, bereavement support, administrative support, and community outreach. Service-learning opportunities are specifically oriented toward office-based support, including:

- Compiling key information and paperwork to be completed by new patient admissions
- Medical records support, such as scanning and faxing key patient paperwork or care plans
- Support with mass communication mailings to community-based patients and families
- Facilitating special mailings and cards signed by the team to help our patients feel celebrated and cared for
- Collaborating with the office-based team for customer service efforts, record-keeping, and assorted projects

Days and hours students can serve in this position: Monday thru Friday, 8:30 AM – 5:00 PM

Minimum time commitment required of volunteers: 20 hour commitment preferred

What qualities, abilities and skills are important to your agency? Volunteers should be dependable, have a pleasant and compassionate personality, and an interest in helping and supporting others. Strong organizational skills and an openness to supporting the office-based team with a variety of projects are also helpful.

COVID-related requirements: All necessary testing and PPE supplies are available on-site and free of charge. A Volunteer Services representative will review the following requirements during your phone interview:

- Volunteers must be fully vaccinated and provide a copy of their vaccine card
- Pre-shift screening and temperature check
- Compliance with required PPE, which will be provided by the agency
- Routine COVID testing (available on-site at no cost)

TB test required prior to start (available on-site at no cost)

Is volunteer orientation provided? Yes

Length of time students should budget for it: approximately 1.5 – 2 hours (includes an online series that is 81 minutes of video to view plus short online quizzes and reflection questions)

Is volunteer training provided? Yes

Length of time students should budget for it: approximately 30 minutes, and volunteers will also be trained for each task or project they support

Is on-site supervision provided? Yes, volunteers supported by office-based team

Number of Service-Learning position available per quarter: Opportunities consistently available

**Please return to: Service-Learning Program, Seattle Central College,
1701 Broadway, BE1117, Seattle, WA 98122**