

## **Volunteer Opportunities**

### **Dietary Service**

Dietary volunteers participate in the daily operations of the dietary department with overall goal of improving the patient's experience. Responsibilities include:

- Assist with café and patient surveys
- Take dessert and coffee cart on nursing units and distribute to visitors as needed
- Input survey data and create charts as needed
- Assist with inputting information into the computer as necessary
- Assist with menu development
- Review record keeping and filing]

Qualities needed: Good people skills, outgoing, ability to make decisions independently, comfortable with using a phone and willingness to look up information on a computer.

### **Education Office**

Volunteers in the Education Office assist the Director of Education to prepare and plan for classes and programs. Responsibilities include:

- Copy handouts needed for class packets
- Assemble nursing orientation packets, computer training packets, Basic Arrhythmia packets, and additional class packets as needed
- Create community diabetes class packets and copying handouts
- Order free materials from various sources online for community classes
- File and assist with organization of various materials
- Copy forms and handouts for skills labs and making packets
- Deliver education materials and class fliers to the floors
- Assist with organization of storage closet and office

Qualities needed: Good people skills, outgoing, ability to make decisions independently, comfortable with using a phone and willingness to look up information on a computer.

### **ED Kiosk**

An Emergency Department kiosk ambassador is our front-line greeter to the Emergency Department entrance. Responsibilities include:

- Greeting visitors
- Assisting patients check-in to the ED using the ED kiosk
- Band lab tubes together
- Help with patient and family satisfaction by "comfort rounding" on waiting room visitors:
  - Dispense reading material
  - Hand out warm blankets and pillows
  - Provide conversation
  - Give pediatric patients stuffed animals as appropriate
- Check lobby and tidy up when necessary

Qualities needed: Good people skills, outgoing, ability to make decisions independently and willingness to act compassionately when someone is in an emergency situation.

### **ED Guest Services**

An Emergency Department Guest Services ambassador assists with patient satisfaction by ensuring that patients and family are comfortable during their visit to our ED. Responsibilities include:

- Help with patient and family satisfaction by "comfort rounding" on patients/family members:
  - Dispense reading material
  - Hand out warm blankets and pillows
  - Provide conversation
  - Give pediatric patients stuffed animals as appropriate

- Assist nursing staff by sharing requests for follow up
- Stock rooms with supplies
- Fill blanket warmers
- Assist nursing staff by wheeling out discharged patients—must complete wheelchair competency first

Qualities needed: Good people skills, outgoing, ability to make decisions independently and willingness to act compassionately when someone is in an emergency situation.

### **Front Desk**

An ambassador is our front-line greeter. Ambassadors take care of the front desk at our main lobby.

Responsibilities include:

- Greet visitors
- Answer phones
- Help visitors locate departments
- Help family members locate their loved ones
- Assist visitors with locating departments
- Provide street directions to visitors
- Provide applications to prospective volunteers
- Pass out books and magazines in the waiting areas
- Offer the book cart to patients up on the floor
- Cover Administration phones and front desk as needed
- Assist with special projects including mailings and special events, and other duties as assigned.

Qualities needed: Good people skills, outgoing, ability to make decisions independently, comfortable with using a phone and willingness to look up information on a computer.

### **Materials Management**

Assist staff in Materials Management department.

- Categorizing items on cart
- Checking expiration dates
- Retrieving deliveries
- Assist with deliveries
- Sort paperwork

Qualities needed: Good people skills, outgoing, ability to make decisions independently, comfortable with using a phone and willingness to look up information on a computer.

### **Maternal Infant Unit**

An MIU Ambassador is our front-line greeter to the Maternal Infant Unit and Labor and Delivery Unit.

Responsibilities include:

- Buzz in visitors and staff
- Greet visitors
- Answer phones
- Help family members locate their loved ones
- Answer patient call lights and informing assigned nurse of patient's requests
- Offer warm blankets
- Help to pick up the room
- Deliver water
- Checking waiting area and tidy up as necessary

Qualities needed: Good people skills, outgoing, ability to make decisions independently, comfortable with using a phone and willingness to look up information on a computer.

### **Medical Staff Office**

A Medical Staff Office volunteer assists the Medical Staff Specialist. Responsibilities include:

- Filing
- Scan paperwork
- Contact physician's offices to obtain follow-up items missing from the file.

Qualities needed: Good people skills, outgoing, and ability to make decisions independently, comfortable with using a phone.

### **Nursing Unit**

Purpose is to assist various nursing units with patient and family satisfaction through comfort rounding, assist with the discharge process and to make patients/family feel comfortable in their time of stress. Ambassadors assist staff on our Geriatric-Psychiatric, Medical/Surgical, and Orthopedic/Neurological units. Responsibilities include:

- Help with patient and family satisfaction by “comfort rounding” on patients/family members:
  - Dispense reading material
  - Hand out warm blankets and pillows
  - Provide conversation
  - Give pediatric patients stuffed animals as appropriate
- Greet visitors and family members
- Assist nursing staff by sharing requests for follow up
- Assist staff with clerical duties as needed
- Stock rooms with supplies
- Deliver water
- Fill blanket warmers
- Assist nursing staff by wheeling out discharged patients—must complete wheelchair competency first

Qualities needed: Good people skills, friendliness, ability to make decisions independently and willingness to act compassionately when someone is in an emergency situation.

### **Share & Care Cart**

Purpose is to provide non-medical supplies and services to patients and their family members.

- Provides the human connection, a friendly face, someone who will take the time to listen to the patient’s needs, wants and concerns.
- Provide books, magazines, playing cards, hot towels and conversation
- The role of the Share & Care Cart Volunteer is primarily to ensure that patients and their families are comforted during a time of stress

Qualities needed: Good people skills, friendliness, ability to make decisions independently and willingness to act compassionately when someone is in an emergency situation.

### **Surgery Waiting**

Keeping family members informed of the patient’s progress is the most important duty of the Surgery Waiting ambassador. Other responsibilities include:

- Greet visitors and patient family members
- Update family members on a patient’s progress
- Answer the phones
- Answer family member questions
- Pass out books and magazines to visitors in the waiting area
- Control the television
- Transport discharged patients outside to their car—must complete wheelchair competency first

Qualities needed: Good people skills, comfortable with using a phone, friendliness, ability to make decisions independently and willingness to act compassionately when someone is in an emergency situation.