

VOLUNTEER OPPORTUNITIES

Phone 818-496-4613

CAPHCMC.Volunteers@providence.org

ASSIGNMENT PROCESS: It is the responsibility of the Department of Volunteer Services to obtain the most appropriate volunteers, determine their capabilities and assign them accordingly. Not every opportunity is available at a given time and is often determined by the department's needs as well as the volunteer's background, skills and schedule of availability.

SHADOW PROGRAMS – WE DO NOT ALLOW PHYSICIAN OR NURSE SHADOWING: It is considered a breach of patient confidentiality and is not permitted at our medical center.

ADMITTING OFFICE VOLUNTEER: Assist staff in the Admitting Department with greeting and signing in patients. Escorting patients and visitors to their destination in the Medical Center, possibly by transport in a wheelchair; may also assist with general office tasks such as collating, filing, and running errands to the floors.

CENTRAL SUPPLY VOLUNTEER: Assists the department staff with maintaining supplies and inventory control as needed by unpacking, stocking and putting stickers on supplies, at times making deliveries to various departments and locations throughout the Medical Center.

EMERGENCY ROOM VOLUNTEER: (21 and older) Will assist with greeting people, directing visitors, making phone calls, answering questions, locating patients and helping with forms. May also communicate with patients and family, maintain waiting room and supplies, request an interpreter, and assist patients needing wheelchairs. Requires the ability to withstand long periods of walking and/or standing.

ESCORT/GREETER VOLUNTEER: Will greet and give specific directions to visitors entering the facility and escort those who need help getting to their destination. May also assist wheelchair patients and visitors, and deliver patients' mail and/or clothing to rooms. Position requires the ability to withstand long periods of walking and/or standing.

EUCCHARISTIC MINISTER VOLUNTEER: In recognition of the shared ministry within the Church, *qualified* Eucharistic Ministers, bring the Eucharist to patients in the Medical Center who have expressed a desire for the Sacrament. Letter of recommendation from pastor is required.

ENVIRONMENTAL SERVICES VOLUNTEER: Assist EVS staff with activities as directed.

FOOD AND NUTRITION SERVICES VOLUNTEER: In the bistro, volunteers will be responsible for wiping off tables and resetting the seating/tables in the dining area, restocking retail areas and condiment baskets, utensil and paper napkin holders and cleaning around the food service area. Volunteers may assist the Dietary Department with making copies, creating packets, filing paperwork, and calculating totals. They may also assist patients with selecting menu items. Volunteers in the kitchen may assist with assembly of cold food items or tray line duties, which include wiping down cups and patient trays, placing tray mat liner onto patient trays, placing lid on top of entrée plate as it comes down tray line.

GI LABORATORY SERVICES VOLUNTEER: Assist GI lab staff with activities as directed.

GIFT SHOP VOLUNTEER: Will complete the sale of merchandise and gifts utilizing a cash register, make change and package sold merchandise. May check flower arrangements, encourage sales by pointing out new merchandise, and replenish candy and other food items. **Reliability and dependability a must as the gift shop does not operate without volunteers to staff it.**

INFORMATION DESK VOLUNTEER: Greet and escort visitors entering the facility, answer the telephone and offer direction to community resources; requires good communication skills to be able to interact with visitors and guests, ability to communicate in Spanish is a plus, must have the ability to use good judgment in unusual circumstances. The role requires a person who is very efficient, has an outgoing personality and good manners, as well as empathy for others. Assist with visitor control; may also help to deliver flowers, mail or personal items to patients' rooms, help maintain lobby appearance and perform any other related customer service duties. **Reliability and dependability a must for assignment on the Information desk.**

ICU/CCU HOST VOLUNTEER: Welcomes and greets visitors to the ICU unit and controls the number of visitors in the actual room with the use of special ID badges.

LABORATORY SERVICES VOLUNTEER: Assist with retrieving samples from tube system, transport specimens from floors to lab and perform functions to facilitate successful completion of clerical duties. Assist as required with filing, copying, answering phones, typing and miscellaneous clerical duties. Assist staff in maintaining supplies and inventory as requested.

MATERNAL CHILD HEALTH VOLUNTEER: (16 and older) The role of the volunteer is to provide assistance to Maternal Child Health patients, family members and their visitors to ensure their experience is as pleasant as possible and to assist the staff with improving the patient stay. May answer call lights, make beds, clean tables, fill water pitchers, check linen supply in room, or assist patients with various needs.

MEDICAL RECORDS (HIM) VOLUNTEER: The role of the volunteer is to assist the staff in Medical Records as needed. The work in general requires an ability to concentrate and work with detail as it involves filing documents alphabetically or numerically.

NURSING UNIT VOLUNTEER: Assist nursing staff with unit activities, providing assistance to patient care staff to ensure delivery of the best care possible to our patients. (16 and older)

OFFICE ASSISTANT VOLUNTEER: The role of the volunteer is to provide supplementary services and to assist department staff as needed by filing, photocopying, answering phones. The work in general requires an ability to concentrate and work with detail.

PATIENT RELATIONS VOLUNTEER: The role of the volunteer is to provide supplementary services and assist staff in Patient Relations as needed. May photocopy, file, answer phones, call patients, or meet and greet new admissions.

PATIENT RELATIONS BOOK CART VOLUNTEER: Accommodates patients with current reading material while they are in the hospital; requires ability to push the reading material cart throughout the Medical Center. Ability to interact with various people; will also sort through reading materials and dispose of when they no longer look fresh, check waiting rooms on each floor and replace magazines as needed.

PETS WITH A PURPOSE VOLUNTEER: Provides therapeutic interaction in a hospital setting utilizing therapy dogs. Therapy Dogs require behavior screening by a veterinarian.

REHAB SERVICES: PHYSICAL/OCCUPATIONAL THERAPY VOLUNTEER: The role of the volunteers is to provide assistance to the staff of the Rehab Services Department; may clean whirlpool, gym and/or galley areas. May change linens, make hot/cold packs, assist patients by wheel chair to other locations, and transport equipment or run errands.

RADIOLOGY/IMAGING VOLUNTEER: Perform functions as directed by supervisor, to facilitate successful completion of duties. Assists as required with organizing and filing patient related information; escorting patients; delivering materials to other departments and general office tasks.

SHORT STAY VOLUNTEER: The role of the volunteer is to provide assistance to the nurses working in Short Stay Surgery Unit. Volunteers assist with sanitizing and disinfecting patient gurneys; discharging patients by wheelchair and preparing patient packets.

SUB ACUTE VOLUNTEER: (18 and older) Patient visitation program where volunteers provide a supportive atmosphere by reading to patients in their rooms. Volunteers may also assist with special events and/or provide assistance with arts and crafts projects, assist in decorating for parties, holidays, and special events.

SUPPORTIVE STITCH VOLUNTEER: Work at home to create knitted or crocheted blankets and/or hats for the newborns in the nursery, and/or patients in the cancer center or the ICU/CCU department. Volunteers need to supply their own yarn.