Volunteers:  
Special People Caring for Special People

The University of North Carolina Health Care system is a public academic medical center operated by and for the people of North Carolina. Our mission is to provide high quality patient care, to educate health care professionals, to advance health care research and to provide community service.

The success of our mission relies on the integral role which volunteers provide in the delivery of our services. Therefore, UNC Health Care not only thanks you in advance for your willingness to fulfill a vital role in the delivery of our services, but also invites you to review some of the opportunities available in which you might wish to volunteer.

**Memorial Hospital Opportunities**

**Administrative/Clerical:** Assist clinics and various departments with answering phones, scanning, computer data entry and look up, filing, mailing, making packets and running errands. (Many of these areas are off-site in the Chapel Hill area, such as Hedrick Building located close to Meadowmont on Hwy 54, Timberlyne, and the ACC building)

**Admitting/Registration areas:** Several hubs located in the hospital and offsite to assist the staff with checking patients in for appointments/procedures.

**Art Cart (Pediatric & Adult):** To provide art supplies, craft kits and other activities to help keep patient occupied during their hospital stay. This is provided to adult oncology, Cystic Fibrosis units and Pediatric units.

**Burn Center:** To assist the Burn Center personnel in the duties which have direct or indirect bearing on patient care; an excellent opportunity to observe the management of a critical care nursing unit.

**Burn Center/SOAR:** Burn survivors provide one on one support for patients and their family members through the recovery process.

**Clinic Waiting Rooms:** Volunteer is a liaison between staff and visitors of patient families in the Waiting Area of various clinics throughout the hospital and offsite clinics.

**Cookie Bakers:** Bake cookies for patients in the Rehab floor kitchen

**Dental Clinic:** Mature volunteers interested in a career in dentistry are encouraged to apply. Volunteers will provide clerical support for the staff and chaperone patients.

**ICU Waiting Room:** Serve as a liaison between the staff of the Intensive Care Units and the patient’s family.

**Nursing Units:** Various duties include clerical/general duties that are pertinent to the specialty of the floor.
Occupational Therapy: Volunteers will assist the staff with clerical duties, transporting patients to the gym and other duties as assigned.

PACU (Post Anesthesia Care Unit): To assist the staff in the PACU with clerical duties to allow the professional staff the time needed to provide the best care possible for the patients.

Physical Therapy: Will support professional staff in providing physical therapy services to designated patients. Includes Inpatient Rehab, Outpatient PT, and Occupational Therapies. UNC Hospital patient floors as well as offsite areas include (CRC center 15/501, Spine Center and Meadowmont.)

Stroke Team: Volunteers who have had a stroke or family members of stroke victims provide assistance in the resource library, lead a support groups and give care and compassion in assisting the stroke patient and their family members on their road to recovery.

Surgery Wait Rooms: Serve as a liaison between hospital staff and families and friends of patients. Keep families informed about the status of their loved ones.

Children’s Hospital Opportunities

Pediatric Cuddler: Cuddle, hold, rock, read to, and/or play with children of all ages.

Pediatric Inpatient Playroom: Interact with pediatric patients in a group and/or one-on-one basis; assist Child Life staff with supervision of the inpatient playroom.

Pediatric Parents Night Out Dinner: To assist with serving a hot meal and interacting with Pediatric parents during their hospital stay each Tuesday evening of each week.

Pediatric Parent to Parent Support Brunch: To assist with serving the brunch and lunch on Tuesday of each week.

Pediatric Bilingual Navigator: Provide support to Spanish-speaking patients in the Children’s Hospital and their families.

Ronald McDonald House Resource Room: Assist families in the new Ronald McDonald Resource Room on the 7th floor of the Children’s Hospital. The room has a lounge and kitchen area for adult parents to socialize, grab a snack, or just relax. Volunteers are positioned at the front desk in the room. Please contact Ronald McDonald House before submitting your application if you’re interested in this position. Marcia Kessinger is the contact @ familyroom@rmh-chapelhill.org

Surgery Wait Rooms: Serve as a liaison between hospital staff and families and friends of patients. Keep families informed about the status of their loved ones.

Art Cart (Pediatric & Adult): To provide art supplies, craft kits and other activities to help keep patient occupied during their hospital stay. This is provided to adult oncology, Cystic Fibrosis units and Pediatric units.
Women’s Hospital Opportunities

**Clinic Waiting Rooms:** Volunteer is a liaison between staff and visitors of patient families in the Waiting Area of various clinics throughout the hospital and offsite clinics.

**Doula/Birth Partner:** The doula provides support and comfort to laboring women which supplements the care given by her medical providers and her support system. Volunteers must be certified in order to volunteer. Contact the volunteer doula coordinator about certification information: doula@unchealth.unc.edu

**Labor & Delivery/Tour Guide:** Maternity Care Center: Provide information about and a walking tour of Labor and Delivery and the Maternity Care Center for expectant women and their families and Sibling Classes for children of families planning to give birth at NC Women’s Hospital. Spanish speaking volunteer positions are available.

**Nursing Units:** Various duties include clerical/general duties that are pertinent to the specialty of the floor.

**Women’s Health Information Center:** Assist staff during special events in the Women’s Health Information Center as needed. Some clerical duties

**Surgical Pathology:** This service is for premed, nursing, science majors or those interested in a career change. Volunteers will index cross-files, file slides, pull reports for consults and other clerical duties.

Neuroscience Hospital Opportunities

**Occupational Therapy:** Volunteers will assist the staff with clerical duties, transporting patients to the gym and other duties as assigned.

**Emergency Department Aide:** To perform supplemental services for the ED staff. Act as a patient advocate to provide support during their stressful time, provide customer service and comfort, and assist staff as needed

**Pediatric Emergency Department:** Performs supplemental services for the staff. Provide comfort and customer service to patients and families in Pediatric ED.

**Nursing Units:** Various duties include clerical/general duties that are pertinent to the specialty of the floor.

**Geriatric Psychiatry:** Provide support to clinical staff by providing comfort and customer service to patients through rounding. Assist with clerical and other duties as needed.

Cancer Hospital Opportunities

**Administrative/Clerical:** Assist clinics and various departments with answering phones, scanning, computer data entry and look up, filing, mailing, making packets and running errands.
Registration Navigation: Assist the staff with checking patients in for appointments/procedures, and escorting them to clinics as needed.

Oncology Infusion Clinic: providing customer service and comfort to patients during treatment and assisting staff as needed.

Blood Donation center: Assist staff in providing comfort and nourishment to donors, as well as miscellaneous clinic duties as needed.

Breast Imagery Clinic: To assist women who are receiving care in mammography with educational materials, emotional support, and customer service during their visit

Clinic Waiting Rooms: Volunteer is a liaison between staff and visitors of patient families in the Waiting Area of various clinics throughout the hospital and offsite clinics.

Oncology Lay Navigator: Clinic based volunteer role interacting with patients and providing them with comfort and resources to help cope with their diagnosis.

Nursing Units: Various duties include clerical/general duties that are pertinent to the specialty of the floor.

Patient and Family Resource Center: Assist PFRC staff in providing cancer patients support, education, and resources.

Pediatric Oncology Clinic: Interact through socializing and play with children receiving treatment in the clinic. Provide customer service and comfort to family members.

Radiation Oncology: Assist personnel by providing customer service and support for patients, preparing patients for treatment, transporting patients, and maintaining waiting area.

Tea Cart: Serve tea and coffee to patients and visitors.

Off Site Opportunities

Administrative/Clerical: Assist clinics and various departments with answering phones, scanning, computer data entry and look up, filing, mailing, making packets and running errands.

Admitting/Registration areas: Assist the staff with checking patients in for appointments/procedures.

Physical Therapy: Will support professional staff in providing physical therapy services to designated patients. Includes Inpatient Rehab, Outpatient PT, and Occupational Therapies.

Surgery Wait Rooms: Serve as a liaison between hospital staff and families and friends of patients. Keep families informed about the status of their loved ones.
**Occupational Therapy:** Volunteers will assist the staff with clerical duties, transporting patients to the gym and other duties as assigned.

**Cardiac Rehab @ Meadowmont Wellness Center:** To assist rehab staff in providing exercise therapy and education to patients who are recovering from cardiovascular disease.

**Clinic Waiting Rooms:** Volunteer is a liaison between staff and visitors of patient families in the Waiting Area of various clinics throughout the hospital and offsite clinics.

**Patient Support Services Opportunities**

**Gift Shop:** Assist staff with the operation of retail business. This includes but is not limited to assisting customers with gift selections, running cash register, stocking, pricing and display.

**Hospice Volunteers:** Help UNC Hospice to provide support to in-home patients receiving care. Volunteers can read to patients, provide companionship, and do light duty errands. Volunteers can also work with Hospice to provide clerical assistance. This program is coordinated through UNC Hospice. Please contact: Marketta.Williams@unchealth.unc.edu.

**Door to Door:** Volunteers provide entertainment for patients and visitors. Please contact Joy Javits before applying: joy@doortodoornc.com

**Lending Library:** Help process donations and deliver magazines and books to waiting rooms, clinics and patient rooms.

**Patient Relations:** Assist the Patient Relations Department in visiting inpatients and informing patients of advocacy services should they have questions, concerns or unmet needs during their stay.

**Patient Relations/Non English Speaking:** To assist the Patient Relations Department in visiting with hospital in-patients who have English as a second language and informing them of the availability of advocacy services should they have any questions, concerns or unmet needs during their stay.

**Interpreter:** Assist Interpretive Services, Patient Relations or the Emergency Department by translating for patients, their families and caregivers.

**Compassionate Companions:** Volunteers are requested from Nursing staff/Pastoral Care to sit with dying patients who have no family or that cannot be with their loved ones. Training classes yearly.