ASSIGNMENT TITLE
Nursing Unit Volunteer

PURPOSE
To assist nursing unit staff with miscellaneous tasks, thus allowing staff to devote more time to direct patient care.

SUPERVISING PERSONNEL
Director, Volunteer Services
Charge Nurse

TRAINING and EDUCATION
• Must complete general orientation provided by the Department of Volunteer Services.
• Participate in on-the-job training provided by staff or trained volunteers.

DAYS, HOURS, LOCATION
8:00AM – 9:00PM
Sunday through Saturday

ESSENTIAL FUNCTIONS
• Spend time with patients in a helpful manner: e.g., reading mail, writing letters, or just visiting.
• Distribute fresh water and ice to patients as needed or requested.
• Answer patient call lights.
• Straighten bed and room as requested.
• Assist with meal trays to include sitting with a patient to encourage eating.
• Assist patients to and from wheelchair.
• With permission assist or accompany patients who want to take a walk.
• Transport patients with no IV as requested.
• Assist unit staff as requested in the following tasks:
  o Assembling charts
  o Breakdown discharged patient’s charts
  o Put away supplies
  o Answer phones
  o Run errands
PROCEDURES

1. Report to the Charge Nurse or Nursing Supervisor to get your assignments.
2. Check with each patient’s nurse before offering food or fluids.
3. Check with each patient’s nurse before giving additional pillows.
4. Do not transport or walk with any patients without permission of their nurse.
5. Inform staff when you are leaving the unit.
6. If you are unable to volunteer call the unit or the volunteer office to let them know.

MINIMUM REQUIREMENTS

• Must demonstrate competency in age specifics, HIPAA, and HEOSH information.
• Must be able to communicate with diverse population.
• Must be able to follow directions from staff.
• Understand the need for confidentiality and ability to maintain such.
• Knowledge of hospital layout, especially those areas that relate to needs of your unit.
• Must be able to follow directions from staff.
• Must be able to walk for long distances.

PERSONAL SKILLS, ABILITIES, KNOWLEDGE

• Must be a self-starter
• Ability to work with detailed information and follow directions.
• Have a friendly, positive attitude
• Ability to converse in Spanish is very helpful

PHYSICAL REQUIREMENT

• Requires walking, standing, sitting, lifting and reaching
• Ability to push/pull up to 25 pounds
• Must be able to read and speak English in simple, understandable terms
• Must have intact sense of sight and hearing

PATIENT POPULATION SERVED

• Demonstrates knowledge of the principles of growth and development and possesses the ability to respond to age specific issues and data reflective of the patient’s status.
• Demonstrates the knowledge and skills necessary to provide care for the following age groups: Neonate, Infant, Child, Adolescent, Older Adult

PROTECTED HEALTH INFORMATION

• Will limit access to protected health information (PHI) to the information reasonably necessary to do the job.
• Will share information only on a need-to-know basis for work purposes.
• Access to verbal, written and electronic PHI for this position has been determined based on assignment responsibility.

MACHINES, TOOLS and EQUIPMENT

Telephone, copier, FAX, computer and required application, and wheelchairs.

LENGTH OF COMMITMENT

One 3-4 hour shift per week.
Minimum one year commitment

_____________________________  ______________________________
Director, Volunteer Services   Vice President Nursing Administration

The above statements are intended to describe the general nature and level of service being performed by volunteers assigned this service description. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities for people assigned.

Reviewed 7/99
Revised 3/01;07/06
VOLUNTEER TASKS IN NURSING UNITS

Volunteers come to nursing units with all required JCAHO and safety training. The staff of the nursing unit needs to provide any specific training for their particular unit.

Volunteers in nursing units may not perform tasks that require licensure such as taking temperatures, pulse, or blood pressures. Volunteer may not perform tasks that may expose the volunteer to blood or body fluids.

Some examples include but are not limited to:

- New patient room orientation.
- Answer patient call bells
- Transport patients with no IV or oxygen.
- Help fill our menu requests.
- Help prepare room for new patient.
- Get pillows, blankets, etc for patient with nurse approval.
- Escort patients to gift shop, lobbies or recreation area as requested.
- Pass out fresh water, ice, cups etc. as requested.
- Assist with meal delivery.
- Straighten a patient room.
- Assist patient with face and hand washing.
- Assist patient to eat a meal if NO swallowing difficulties.
- Distribute patient mail, newspapers.
- Straighten family waiting areas.
- Clerical duties for staff.
- Read or play games with patients.
- Help patients write letter.
- Run errands for staff.
- Straighten and inventory supply rooms.
- Deliver supplies as needed.
- Assemble admit packets.

*Visit Patients
*Change Beds (new linens)
*Pass ice and other nourishments
*Stock patient supply carts
*Do arts and crafts with patients or create arts and crafts packets at to distribute to patients
*Answer phones
*Filing
*Stamping and pulling charts
*Get magazines for patients
*Stock waiting areas
*Help with d/c of patients- transport
*Transport patients with no IV’s or oxygen
*Decorate bulletin boards

DON’T’s

*change dirty linens
*come in contact with bodily fluids
*handle sharps
*transport patients with IV’s or oxygen
*transport patients on stretchers
*take vitals or any other service which requires a license to perform
*may assist with moving patients, but cannot lift patients by self
*cannot assist with any procedure