



VOLUNTEER SERVICE DESCRIPTION
PATIENT AMBASSADOR, CANCER CONNECTIONS

Position Description & Competency

Objective:	To positively impact the patient/visitor experience by providing support and resources to patients undergoing cancer treatment provided by Enloe.
Hours/Shifts:	Monday – Friday; 10am to 1pm; 1pm to 4pm
Location:	Enloe Regional Cancer Center 265 Cohasset Road Chico, CA
Responsible to:	1) Cancer Center Case Management Staff 2) Executive Director, Cancer Center 3) Director, Volunteer Services
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Mature, friendly, and perceptive personality • Endurance to sit for long periods of time • Ability to stay calm when dealing with upset patients and family members • Ability to communicate clearly and courteously over the phone. • Ability to work with little supervision. • Able to follow directions and defer to judgment of staff.
Initial Training:	<ul style="list-style-type: none"> • Must attend hospital orientation presented by the Volunteer Services Department. • Participate in position specific on-the-job training and related education, including Compassionate Communication module. • Attendance at ongoing training/update meetings for this placement. • Attend Planetree Retreat offered by EMC (suggested).
Ongoing Training & Requirements	<ul style="list-style-type: none"> • Complete annual re-orientation packet. • Annual TB screening • Annual self-evaluation • Attendance
Competencies:	<ul style="list-style-type: none"> • Orientated to department/unit • Utilizes computer and phone functions. • Responsive to needs of patients/families • Provides appropriate resources and educational materials. • Compassionate communication • Exhibits volunteer professionalism
Summary:	This clinical support role offers Cancer Center patients peer and emotional support by offering resources and information. Cancer Connection volunteers also offers pre- and post- operative/procedural educational materials and resources to patients and family members.

Volunteers May Not:

- Be involved in direct patient care – e.g., taking vital signs, assisting patient to restroom, holding babies, etc.
- Feed patients.
- Transfer patients.
- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; volunteers may complement/assist, but not supplant the duties of a paid worker.