



## Volunteer Service Description Nursing Unit Support, Children's Center

Objective:	To support hospital operations by assisting staff and providing administrative assistance as needed.
Hours/Shifts:	M – F 9am – 1pm; 1pm – 5pm
Location:	Children's Center 277 Cohasset Road, Chico
Responsible to:	Nurse Manager
Qualifications:	<ul style="list-style-type: none"> <li>• Fulfill volunteer intake and orientation requirements</li> <li>• Personable, friendly customer-service attitude.</li> <li>• Endurance to be walking or standing for long periods of time.</li> <li>• Ability to communicate with patients and family members effectively.</li> <li>• Ability to accept and follow directions.</li> </ul>
Training:	<ul style="list-style-type: none"> <li>• Must attend hospital orientation presented by the Volunteer Services Department.</li> <li>• Participate in position specific on-the-job training.</li> <li>• Attend a minimum of one ongoing training/update meetings for this placement.</li> <li>• Attend Planetree Retreat offered by EMC (suggested).</li> </ul>
Competencies:	<ul style="list-style-type: none"> <li>• Responsive to needs of patients/visitors.</li> <li>• Provides a caring environment.</li> <li>• Performs routine errands.</li> <li>• Provides administrative and organizational support as needed.</li> <li>• Exhibits volunteer professionalism.</li> </ul>
Summary:	The Children's Center Nursing Support position at the Children's Center site encompasses two primary functions: 1) providing assistance to nursing staff with beginning and end of patient visits to ensure quality of patient care; 2) assisting staff with administrative and organizational tasks to enhance facility efficiency.

### **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.