



VOLUNTEER SERVICE DESCRIPTION

Nursing Unit Support Volunteer, DCU
Position Description & Competency

Objective:	To assist patient care staff with direct patient care and administrative assistance to support unit operations.
Hours/Shifts:	Monday - Friday: 9:30-12:30, 12:30-4:00, 4:00–7:30pm
Location:	Esplanade Campus (Hospital) – 2 nd Floor 1531 Esplanade, Chico
Responsible to:	Charge Nurse while on duty
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements. • Personable, friendly customer service attitude. • Endurance to be moving for long periods. • Ability to communicate effectively with staff and patients. • Ability to accept and follow directions.
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. • Attend a minimum of one ongoing training/update meetings for this placement. • Attend Planetree Retreat offered by EMC (suggested).
Competencies:	<ul style="list-style-type: none"> • Responsive to needs of nursing staff • Provides a caring environment. • Performs routine errands. • Provides administrative and organizational support as needed. • Exhibits volunteer professionalism.
Summary:	The Nursing Support, DCU position at the main hospital 2 nd floor site encompasses two primary functions: 1) providing patient and room care as needed to ensure nursing staff efficiency; 2) assisting hospital staff with administrative and organizational tasks to ensure quality patient care.

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.