

	VOLUNTEER SERVICE DESCRIPTION INFUSION THERAPY Position Description & Competency
Objective:	To positively impact the patient/visitor experience by providing companionship and emotional support to patients and general assistance as requested by the staff.
Hours/Shifts:	Monday – Friday 9:00 am to 12:00 pm; 12:00 pm to 3:00 pm; 3:00 pm-6:00 pm
Location:	Enloe Regional Cancer Center Fountain Medical Plaza 265 Cohasset Road Chico, CA
Responsible to:	Cancer Center Support Programs Coordinator Rebecca Senoglu
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Personable, friendly customer-service attitude • Ability to communicate with patients and family members effectively • 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 training • Attend a minimum of one ongoing training/update meeting for this placement
Competencies:	<ul style="list-style-type: none"> • Oriented to department/unit • Responsive to needs of patients/visitors • Supports hospitality elements of the patient visit process • Provides administrative and organizational support as needed • Exhibits volunteer professionalism.
Summary:	The Infusion Therapy position at the Fountain Medical Plaza site encompasses two primary functions: 1) Support hospitality by assisting with the patient visit process; 2) assisting hospital staff with routine errands and tasks.

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.