

	<p style="text-align: center;">VOLUNTEER SERVICE DESCRIPTION Nursing Unit Support, Mother & Baby Care Center Position Description & Competency</p>
Objective:	To positively impact the patient/visitor experience by creating a welcoming and caring environment that is responsive to the needs of the community and staff.
Hours/Shifts:	Monday – Friday, Saturday & Sunday 9:00 am to 12:00 pm; 1:00 pm to 5:00 pm; 6:00 pm to 9:00 pm
Location:	Esplanade Campus (Hospital) – Mother/Baby Care Center, 1 st Floor 1531 Esplanade, Chico
Responsible to:	Unit Secretary/CNA
Qualifications:	<ul style="list-style-type: none"> • Fulfill volunteer intake and orientation requirements • Personable, friendly customer-service attitude. • Able to use discretion and sound judgment when interacting with staff • 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 discharge process. • Provides administrative and organizational support as needed. • Exhibits volunteer professionalism.
Summary:	The Mother/Baby Care Center position at the main hospital site encompasses two primary functions: 1) Support hospitality by assisting with the patient discharge 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.