

# Volunteer Opportunities

Once you have decided to give your time as a volunteer, the Volunteer Services Staff will visit with you about your interests, your schedule and the hospital's needs. Please be willing to talk about any relatable talents you may have that you would like to share as a volunteer. The availability of some volunteer positions is dependent solely on the needs of the specific department and additional opportunities may become available.

Some volunteer assignments may require additional qualifications. Please note that certain departments have minimum age requirements due to the scope of the duties of those volunteer positions.

## **Current openings include:**

### **Auxiliary Food Connection (AGES 14+)**

During long stretches at the hospital, a break can save the day. The Food Connection provides a haven to relax and regroup. The Food Connection is one of our eateries within the hospital and also a fund-raising project for the Stormont Vail Health Auxiliary. Proceeds help to fund the numerous programs and services the Auxiliary supports.

### **Auxiliary Gift Shop (AGES 14+)**

A hospital stay not only affects the patient but also family and friends. This unique shopping experience offers a wide variety of gifts but, more importantly, respite to families needing a break. By volunteering in the Gift Shop, you will help others bring a smile to a loved one's face and brighten their day.

- **Clerk (AGES 14+)**  
Use your organizational skills by assisting in receiving and pricing merchandise, stocking and straightening displays and helping customers locate items. You will also sack merchandise and make deliveries to patient rooms.
- **Cashier (AGES 18+)**  
You will greet customers and handle sales transactions at the cash register. The Gift Shop is a fund-raising project for the Stormont Vail Health Auxiliary. Proceeds help to fund the numerous programs and services the Auxiliary supports.

### **Cancer Center Music Therapy-1414 SW 8th (AGES 16+)**

Patients and families at the Cotton O'Neil Cancer Center enjoy the soothing and uplifting music provided by volunteers during scheduled hours of the week. Volunteers must be capable of playing appropriate live music.

### **Cancer Center Ambassador-1414 SW 8th (AGES 18+)**

Volunteers at the Cancer Center serve as a liaison between the staff and patients by providing support and assistance throughout the facility. Must be mature, outgoing, and friendly and physically able to push patients in wheelchairs.

### **Clerical (AGES 14+)**

Are you an organizer or a detail person? Do you enjoy getting a job done? Many of Stormont Vail's departments are in need of your helping hand to "complete the paperwork." Assist in various departments with mailings, scanning, completing forms, collating, assembling packets, typing, filing and answering telephones. Some areas also have needs for volunteers who have knowledge of computers for data entry and updating records. If you enjoy the hospital environment but prefer to help without direct patient contact, we need your special clerical skills in areas such as:

- Diabetes Learning Center (age 18+)
- Endocrinology (age 18+)
- Health Access (age 18+)
- Heart Center (age 14+)
- Kanza Physical Therapy Department (age 14+).
- Maternal Fetal Medicine (age 18+)
- Medical Staff Services (age 16+)
- Sleep center (age 16+)
- Volunteer Services (age 14+)

# *Volunteer Opportunities*

## **Customer Resource Center (AGES 16+, with at least 6 months prior volunteer experience)**

Volunteers in this important public relations position are one of the first people our patients and visitors connect with as they provide helpful assistance with room information and directions at two locations. No day is ever the same — a challenging, interesting and enlightening place to work.

## **Digestive Health Center-720 Lane (AGES 14+)**

The volunteers at this state-of-the-art facility assist staff in a variety of assignments including getting patient rooms ready, dismissing patients after procedures, and serving beverages and warm cookies to families in the waiting room.

## **Emergency (AGES 16+)**

Supplementing the emergency department staff by cleaning, stocking, tracking inventory supplies, running errands and assisting with patient transport keeps the volunteers in this service very busy. You will also have some contact with patients and their families.

## **Group Volunteering (AGES 14+)**

Social clubs, school clubs, youth groups, local businesses, etc. may contribute as a group. There are many possibilities, which may include making tray favors, holding a drive to collect needed items in various hospital departments, making fleece blankets for the Pediatric patients, and beautifying health center grounds. We welcome your interest and ideas of ways you would like to help as a group.

## **Heart Center-929 SW Mulvane (AGES 18+)**

A variety of volunteer opportunities are available at the Heart Center.

- **Ambassador**  
You will greet the public as they arrive and offer directions to physician offices, testing areas and Cardiac Rehabilitation. You will also assist the staff by answering telephone calls and directing them to the appropriate area. If you enjoy meeting and greeting people, this position may be for you.
- **Cardiac Rehabilitation**  
If you are a Stormont Vail Health Cardiac Rehabilitation graduate, we invite you to help cardiac rehabilitation participants achieve a healthy self after heart surgery by exercising with them in a beautiful, state-of-the-art facility. Share your experiences, offer hope and alleviate any fears participants may have. You may also perform various clerical tasks to assist the professional staff.

## **Infusion Center-909 Mulvane (AGES 14+)**

As patients come in for IV medical treatment they are warmly assisted by volunteers who help transport and escort patients, provide nourishments to patients and assist as part of the department team. Volunteers also assist with answering phones, stocking items and assembling patient charts.

## **Laboratory – Assistant Helper (AGES 16+)**

Do you have an interest in Lab/Histology as a possible career? Here is your opportunity to volunteer in this area. Volunteers will assist with filing paraffin blocks, slides and reports as well as perform other clerical duties.

## **Lobby Ambassador – Main Campus (AGES 16+) or Asbury Clinic (AGES 14+)**

Do you like to meet and greet people? This important and visible position allows you to use your customer service skills to make visitors feel welcome and more at ease as you greet them with a friendly “hello” and an offer of assistance. Ambassadors offer directions, escort patients, families and visitors to their destinations.

## **Nutrition/Team Assistant (AGES 14+)**

Volunteers will help assemble the trays for patients by placing beverages and fruit on them. You will also help with making the snacks for patients.

# Volunteer Opportunities

## **Pain Management-823 Mulvane (AGES 14+)**

You will be busy with a variety of tasks. Stocking supplies, serving nourishments to patients, escorting patients and families, and completing errands are a few of the activities.

Qualifications: Need to have good customer service skills, eager to help, and ability to follow instructions.

## **Patient Care Services**

- **Behavioral Health – Visiting Volunteer or Clothing Closet (AGES 18+)**

If you have an interest in or work in the Social Work field, are friendly and mature, sensitive to the needs of others, and have a sincere desire to be of service, consider this opportunity for person-to-person contact in a patient care setting.

- **Neonatal Intensive Care (NIC) (AGES 18+)** Amidst the high tech environment, this special unit needs mature volunteers to assist the professional staff who provide a caring and loving environment to the tiny babies receiving care and their families. Assisting the nurses is not only helpful but extremely rewarding when you realize you have played a part in the day when the baby gets to go home.

- **No One Dies Alone (AGES 18+)**

Volunteers will provide support to patients who have no family or friend support during an end-of-life situation. No One Dies Alone is a nationally recognized program that utilizes trained volunteers to provide a presence and support to dying patients who have no one. Companionship, spiritual readings, playing soft music and other comfort measures are a few of the ways volunteers support a patient. Extra training is required.

- **Pediatrics (AGES 16+)**

This is a great area for those who enjoy children! Volunteers engage in developmentally appropriate activities at patients' bedsides and in the playroom to provide diversion and comfort for patients, keep toys clean, answer call lights, run errands and help care for children and families in various ways. Volunteers are trained on infection control and standard precautions. They may enter isolation rooms as part of their duties.

## **Patient Experience (AGES 18+)**

Volunteer patient experience volunteers work closely with the Patient Experience advocates and serve as active listeners as they visit with patients welcoming them to the hospital and providing information on how to connect with the patient experience office if they have compliments or concerns throughout their hospital stay.

## **Patient Room Service (AGES 14+)**

To the delight of our patients, volunteers deliver a complimentary small gift as a way of wishing our patients well during their hospital stay. In the midst of tests and medications, you will bring a bit of sunshine to our patients by responding to requests for reading material or providing a short visit.

## **Pet Therapy (AGES 18+)**

Patients and staff members who are surrounded by a pet's unconditional love have been proven to feel better and recover faster. Pet visits at the Cotton O'Neil Cancer Center, Pediatrics and Patient Care team member visits are organized in a supervised setting and offer so much to someone who is feeling alone. Pets must be certified to meet the health center's infection control requirements.

## **Radiology CT (AGES 16+)**

Volunteers provide assistance to staff by performing errands and escorting patients to and from radiology procedures. Volunteers also retrieve folders from the film file, and gather films for the radiologists.

# *Volunteer Opportunities*

## **Registration Patient Escort (AGES 14+)**

The greeting a new patient receives when entering Stormont Vail Health could very well set the tone for the rest of the day. Because entering a health center can be a little frightening no matter what the reason, our health center recognizes the need for a volunteer to help make this experience a pleasant one. You'll have the opportunity to greet patients as they arrive at the health center and escort them to their appropriate destination. You will also be a liaison between patients and staff and help out with various duties. This is a rewarding position that allows you to lend a helping hand.

## **Special Events (AGES 14+)**

If you don't have a lot of time to volunteer, we still have opportunities for you. Many activities include community education events and health screenings, and some are one-time projects. Volunteers play an important part in providing these services to our community.

## **Surgical Services**

- **Single Day Outpatient Surgery-Kanza Park, 2660 SW 3rd (AGES 16+)**

Our outpatient surgery center at Kanza Park moves at a fast pace and offers volunteers a variety of duties in the business office and patient recovery area. Assisting with patient information, serving nourishments to patients, escorting patients and families and completing errands are just a few of the activities.

- **Perioperative Services (AGES 14+)**

This busy area uses volunteers for a variety of tasks. Stocking supplies, delivering patient belongings and dismissing patients are all activities volunteers participate in. You'll enjoy the personable staff and also have some patient and family contact.

- **Surgical Waiting Room (AGES 18+, Weekend positions available for AGES 16+, with at least 6 months prior volunteer experience)**

Volunteers serve as the communication link between families of patients having surgery and keep them apprised of news from the nurses in the operating room or from the surgeon. Families regularly express their appreciation of the volunteers who work in the Surgical Waiting Room, telling them that their presence provides a sense of stability and comfort during what can be a very lonely and anxious time.

## **Therapy Department Assistant-Kanza Park, 2660 SW 3<sup>rd</sup> & Fielding North Clinic (AGES 14+)**

Volunteers have the opportunity to work closely with staff and assist by directing patients to areas of the office, restocking supplies, preparing rooms and performing basic clerical functions.

## **Transportation (AGES 18+)**

As a new volunteer, you will participate in gradual increases of responsibility. At first, you will complete errands for medical center personnel and eventually will assist in the actual transportation of patients.