Dell Children's Medical Center Volunteer Opportunities

All volunteers receive training from hospital staff to prepare them for their volunteer positions. Below are brief descriptions of positions available. Placement opportunities are subject to change due to the need of the service areas and the hospital. **Placements are subject to availability as well.**

PRIORITY PLACEMENTS (with *)

*Guest Relations Volunteer – Main Information Desk

Our guest relations volunteers provide the first contact with families and visitors. Volunteers need to be kind, smiling, patient and willing to give directions. Primary duties will include discharging patients and assisting families and staff with errand running within the hospital. Staff from all over the hospital can ask for your help! You can meet and visit with many new people every day, and get to see the entire hospital!
Hours of Operation: Monday-Sunday, 6am-9pm

*Volunteer Services Office Volunteer

As one of the most important volunteer positions, the DCMC Volunteer Office receives hundreds of requests, phone calls and emails every day. As a Volunteer in the Volunteer Services Office at DCMC, you represent the DCMC volunteer office when liaising with other service areas in the hospital. Primary duties include working with the DCMC Volunteer Coordinator, answering the main volunteer services phone, processing volunteer applications, scheduling and conducting new volunteer interviews and orientations. Volunteers need to be kind, smiling, patient and willing to give directions/instructions. You can meet and visit with many new people every day, and get to see the entire hospital!
Hours of Operation: Monday through Thursday, no weekends unless outreach events scheduled.

The Shops

The Treehouse is a unique toy store filled with special treasures for the young and young at heart. Volunteers assist customers, operate the cash register, update inventory, and deliver gifts to patients' room. The gift shop is owned and operated by the Children's Hospital Auxiliary and **all profits from sales go back to the hospital**. Volunteers should enjoy meeting the staff, patients, parents and visitors.
Shift Days and Times: Monday-Friday, 9:00 AM- 1:00 PM/ 1:00 PM- 5:00 PM/ 5:00 PM- 8:00 PM; Saturday, 9:00 AM- 1:00 PM/1:00 PM- 5:00 PM; Sunday, 12:00PM- 4:00PM

Holy Roast is Dell Children's Medical Center's coffee shop and Internet café. It will offer guests our own Holy Roast Blend, sandwiches and pastries. Volunteers will serve as baristas.
Shift Days and Times: Monday-Friday, 8 AM – 12 PM, 12PM - 4 PM

Perks is a combination of gift shop and coffee shop. Located in the Strictly Pediatrics Building of Dell Children's Medical Center, volunteers will serve as barista and cashiers to the doctors, staff, patients and families that visit the facility's clinics.
Shift Days and Times: Monday-Friday, 7-10:30AM, 10:30AM-1:30PM

*Hospitality Cart

This is a very popular and fun volunteer activity! Volunteers go to all nursing areas including the Children's Emergency Room and the Pediatric Intensive Care Unit to visit with the patients' families. The volunteer offers refreshments to families and medical staff and assists by answering questions and responding to the needs of parents and families who often spend many hours in the hospital with their children. This is a great position for the person who likes to meet people.
Shift Days and Times: Monday-Sunday, 9:00 AM- 1:00 PM/1:00 PM- 5:00 PM/ 6:00 PM- 9:00PM

*Family Resource Center Library Volunteer

This position provides a valuable and much appreciated service to patients, families and visitors. Volunteers need to be kind, smiling, patient and organized. The Family Resource Center supports patients, families and the community by providing information on specific illnesses and conditions, growth and development, and nutrition and safety. Volunteers will staff the FRC front desk, assist users with computers, check out books and DVDs and take phone messages. Depending on the volunteer's medical background or library skills, the volunteer may be trained to recommend health information resources in print or online to visitors.
Shift Days and Times: Monday-Saturday, 9AM-1PM, 1PM-5PM

CHILD LIFE PLACEMENTS

Child Life Volunteer

Child life volunteers assist child life staff and other members of the healthcare team with age appropriate activities for patients in a playroom, at bedside and in outpatient areas. Responsibilities may include supervising children in a playroom to ensure a safe and positive play environment, playing with or providing activities for patients and siblings of all ages in the playroom or in the patient's room, holding and comforting young children, disinfecting/organizing toys and supplies, accompanying children to special events in the hospital and other projects as needs arise. Child life volunteers are needed in outpatient and inpatient areas including: all playrooms and activity rooms, pediatric ICU, neonatal ICU, inpatient units, dialysis clinic, hematology/oncology clinic, specialty care clinic, imaging, emergency department, pre-surgery area (called PANDA), and the Sibling Clubhouse.

Panda Area

Answer phones, make up anesthesia packets, locate and escort parents and families, hand out toys and clean toys, transport patients at discharge, help CA's transport inpatients, help offer fluids to post-op patients (check with RN first), sit with patients and siblings, take specimens to lab, assist PANDA board runner with duties, making packets, stamp consents, help put charts together, and communicate with parents in consult rooms.

Hours: Monday-Friday, 7:00-11:00, 10:00-2:00

Children's Therapy Gym - Rehab

Outpatient physical therapy is for children with developmental disorders. Work involves keeping patients occupied, cleaning toys, interacting with patient and family. There will be some clerical work as well. Volunteers need to be compassionate and patient and willing to learn.

Shift Days and Times: Monday-Friday, 8:30AM- 12:30PM/1:00PM- 5:00 PM.

Emergency Department Information Desk -Front

As one of the most important positions, our information desk volunteers provide the first contact with families and visitors. Volunteers need to be kind, smiling, patient and willing to give directions. Primary duties will include greeting patients and assisting families and staff with errand running within the hospital such as locating an inpatient room number or escorting them to Imaging. This position also performs light clerical duties such as faxing and answering phones.

Shift Days and Times: Monday-Friday, 7:00 AM – 11:00 AM/11:00 AM – 3:00 PM/ 3:00 PM -7:00 PM/ 7:00 PM – 11:00 PM/ 11:00 PM – 3:00 AM/ 3:00 AM – 7:00 AM

Emergency Department - Back

Volunteer duties include greeting and escorting patients and families; answering phones; distributing toys, books, and games to patients; cleaning and disinfecting toys; and particularly, interacting with patients and families. Additional duties will be to help stock supply rooms, simple data entry, running charts from front desk to nurse's stations, change sheets. Volunteers must be willing to interact with families under stress. Bilingual volunteers are a plus!

Shift Days and Times: Monday-Sunday, 7:00AM- 11:00 AM/11:00AM- 3:00PM/ 3:00PM- 7:00PM/7:00AM- 11:00PM

Surgery Recovery Room- PACU

The Recovery Room is a very special place for volunteers who want to work closely with medical personnel during this crucial time after surgery. Often volunteers hold and rock the children as they are coming out of anesthesia. A passionate heart and a strong stomach are required as many times children experience nausea in the Recovery Room. Volunteers play a large role in helping children to respond safely following surgery.

Shift Days and Times: Monday-Friday, 7:00AM- 11:00AM/11:00AM- 3:00 PM

Volunteer Patient Representative

Volunteer Patient Representatives visit patients and families in their rooms, provide information and answer questions about the hospital room and amenities, hospital

resources available to patients, meal service, parking, and staff roles and responsibilities. They may also assist the special requests of patients and families, identify special needs or concerns and alert hospital staff and the Patient Representative of potential needs, and handle problems or bring issues to the attention of the Patient Representative. Volunteers should enjoy working with people of all cultures and nationalities. Spanish speaking volunteers are especially needed. **The Volunteer Patient Representative is a very rewarding position that requires extra training beyond the regular DCMC volunteer training, and at least a one year commitment to work one day a week for 4 hours (with time off for vacations, etc.)**

Craniofacial/Plastic Surgery and Neurosurgery Center

This is an administrative volunteer opportunity for the craniofacial and plastic surgery program which includes orthodontic/pediatric dentistry. The duties would be as follows: helping staff with answering phones, greeting patients and families, filing patient charts, placing labels on patient charts, Xeroxing, putting packets together and other administrative duties as requested.
Shift Days and Times Monday, Tuesday, Thursday 8:00 am to 12:00 noon; 9:00 am to 1:00 pm; 12:00 noon to 4:00 pm; 1:00 pm to 5:00 pm (willing to work with a flexible schedule)

Children's Blood and Cancer Center

This is an administrative/front office opportunity for the Children's Blood and Cancer Center. Duties would include greeting visitors, copying, and labeling, sorting, deliveries to DCMC and light cleaning / organization in the check in and out areas and waiting room. Volunteers comfortable with computer use could also help with electronic filing. Other administrative duties as requested. Volunteers assist staff and other members of the healthcare team with age appropriate activities for patients in the playroom and in outpatients areas. Responsibilities may include supervising children in a playroom to ensure a safe and positive play environment, playing with or providing activities for patients and siblings of all ages in the playroom or in the waiting room and other projects as the need arises.
Shifts: Shifts: Mornings, 8 am – 12 pm, and afternoons 12 pm – 4 pm, 12:30 pm – 4:30 pm, or 1 – 5 pm (willing to work with a flexible schedule)

Beading Program

"I can Bead it!" is a program designed to provide beading workshops at Dell Children's Medical Center for patients and their families. Volunteers will be trained to create bracelets, necklaces and earrings for the patients as well as help with small groups to teach them the basics of bead stringing and creating jewelry.
Shift Days and Times: (willing to work with a flexible schedule)

*Radiology-Imaging Center Volunteer

This position provides a valuable and much appreciated service to patients, families and visitors. Volunteers need to be kind, smiling, patient and organized. **Hours of Operation: Monday-Sunday, 7AM to 11AM, 11AM-3PM, 3PM-7PM, 7PM-11PM, 11PM-3AM, 3AM-7AM**

The volunteer duties and responsibilities consist of:

- Restock linens, gowns, and blankets

- Restock non-medical items (urinals, bedpans, gloves, etc.)
- Transport patients; wheelchair, stretcher, or ambulatory
- Clean stretchers including changing linens
- Storage of used EMS equipment; backboards, splints, C-collar
- Assist staff with direct patient care ***notifying nurse of patients requests to go to the bathroom (in case specimen is needed)***
- Carry specimens to lab wearing gloves
- Pick-up items from Central Supply
- Replace soiled utility bags (blue bags)
- Medical records

Healthy Living/Happy Living

Healthy Living, Happy Living /Vida Sana, Vida Feliz is an after-school, family based obesity program funded by multiple local philanthropic partners and the Children's Medical Center Foundation. The highly ambitious and productive program has been featured on the cover of the March 2009 edition of Texas Medicine. The innovative program, offered in both English and Spanish, incorporates the four key components of successful obesity interventions: physical education/activity, nutrition, mental health/behavior change, and family envolvement.
Shift Days and Times: This is a 10 week program which meets on Wednesdays from 4pm to 8pm. Limited space available…

PICU/IMC/IMC

Pediatric Intensive Care Unit (PICU) and Intermediate Care Unit (IMC)
The PICU and IMC can be stressful areas of the hospital. Children in the unit are very sick or severely injured. They require close monitoring by the nursing and medical staff. The units are typically busy and fast paced and volunteers are a vital component of the team, working to assist staff and meet patient and family needs. Greeting families at the front desk, answering the telephone, and granting access to the unit may seem trivial but they are important functions that allow nurses to concentrate on patient care. Other duties may include: cleaning equipment, stocking supplies, assisting staff as needed, participating in art, play and other activities with patients and siblings; holding infants; assisting with feeding; answering phones; making beds and charts for new patients; assisting with transporting patients; setting up rooms for new patients; helping families enter the unit.
Shift Days and Times: 9am – 1pm, 1pm – 5pm, 6pm – 9pm all days of the week

Neonatal Intensive Care Unit (NICU)
The NICU cares for infants who are born prematurely or who have medical needs soon after birth. The environment of the unit needs to remain quiet and tranquil to meet the developmental needs of newborns. Ideally, NICU volunteers will have experience with newborns and possess a calm demeanor in order to best assist staff and families. Duties might include holding and consoling infants who are alone, clean toys, supplies

and equipment, providing activities and play for siblings in the unit or in the playroom, assisting clinical staff with restocking and other unit tasks.
Shift Days and Times: 9am -1pm, 1pm – 5pm, 5pm -8pm all days of the week

Acute Care Units (3 Central, 3 North, 4 Central, 4 North)
Patients in the acute care unites are usually more active and participating in activities and play with patients is a large part of the volunteer job. Nurses in the acute care units are very busy and volunteers assist them and other clinical staff in a variety of ways. Duties might include cleaning equipment, stocking supplies and making coffee for families, assisting staff and families as needed, participating in art, play and other activities with patients and siblings; spending time with patients who are alone; holding infants; assisting with feeding; answering phones; offering snacks and daily care items to patients and families.
Shift Days and Times: 7am – 11am, 10 am -2pm, 2pm – 6pm, 6pm – 9pm all days of the week

BookSpring
Volunteer Health Clinic Reader

The Volunteer Health Clinic Reader engages the children in the waiting rooms by reading aloud with provided story books and kit. By reading aloud, volunteers entertain young patients while providing parents with a model for effective and enjoyable ways to share books with their children.
Volunteer duties include:

- provide a positive reading experience for the children and model the joy and key techniques of reading aloud for parents
- provide helpful tips for getting children excited about books
- interact with children by asking questions about the story and what is on the page: identify colors, shapes, objects, etc.
- Engage all children and be mindful of cultural diversity
- Keep the BookSpring Volunteer Manager informed of your experience and share your ideas.

Shifts are available at all three of our clinics: Topfer, McCarthy, and Kozmetsky

Courtesy Shuttle Service

Volunteers greet and escort patients and families from the parking lot to the main entrance and the emergency room entrance of the hospital. Volunteers must have the ability to operate a 6-8 passenger golf cart type shuttle. This is a great opportunity to meet a large variety of individuals while providing a much needed service.
Shift Days and Times: 7 am to 9 pm all days of the week

Healthy Hospital Garden Volunteer

DCMC has partnered with *Grow Together* to develop an on-site garden that will be used as an educational tool for patients and their families as well as provide organic produce. Volunteers are needed 1-2 times per week to assist with planting, weeding, watering and collection of produce. Volunteers will work under the direction of a head gardener.
Shift Days and Times: vary

Please note: Placement opportunities are subject to change due to the needs of the service areas and the hospital. Teens are never placed in “high risk” areas.