



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:

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 are be a face to the community and 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: Self-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, 7-11AM, 11AM-3PM, 3-7PM

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, 1:30-5PM

Additional Placement Opportunities:

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. **Shifts: Weekdays, weekends, daytime, evenings.**

Emergency Department Information Desk Volunteer

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. 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

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

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 the jewelry.

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

Hours: Monday-Friday, 8:00-11:00 am, 11:00-2:00 pm, 2:00-5:00 pm

Panda - PAT:

Making packets, stamp consents, help put charts together

Hours: Monday – Friday, 10:00-2:00 pm

Panda - Front Desk:

Answer phones, make packets and charts, escort families throughout hospital to meet their needs

Hours: Monday – Friday, 6:00-10:00 am, 10:00-2:00 pm

CLINICAL PLACEMENTS:

Pediatric Intensive Care, called "PICU" Info Desk

PICU/NICU is a stressful area of the hospital. Children in the unit are very sick or severely injured. They require close monitoring by the nursing and medical staff. PICU is a closed unit. This means there is not free access to anyone who wants to enter. With the design of our new unit, volunteers are a vital component of our team. Greeting families at the front desk, answering the telephone, and granting access to the unit may seem trivial but they are important functions.

Having volunteers available to perform these tasks allows the nurses to remain at the bedside and not be distracted. Other duties may include: cleaning equipment, stocking supplies, assisting staff as needed.

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

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.

Pediatric Emergency Room

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

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/
3:00PM- 7:00 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.

Shifts: Tuesday, Wednesday or Thursday 12:00 noon to 5:00 pm (willing to work with a flexible schedule)

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.