



A member of the  Seton Family of Hospitals

## **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;**

**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**

## **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

**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**

### **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.**

### **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.

### **NICU 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 assisting families and staff with errand running within the hospital. Staff from all over the hospital can ask for your help!

**Hours of Operation: Monday-Friday, 6am-9pm**

### **PICU 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 assisting families and staff with errand running within the hospital. Staff from all over the hospital can ask for your help and you should be ready to assist them! Great opportunity to see and learn the entire hospital!

**Hours of Operation: Monday-Friday, 6am-9pm**

**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.