

Volunteer Service Areas (What Volunteers Do)

Volunteers are placed into specific work assignments and are given regularly scheduled shifts. Volunteer placements are based on availability and appropriateness of the applicant to the volunteer program and will be determined by the Volunteer Services Floor Chair based on the information submitted, a personal interview, and a criminal background check.

Each volunteer is limited to no more than two shifts per week, and a maximum of four hours per shift. Volunteers are expected to work their assigned shifts and can be dismissed for excessive absenteeism.

Service:	Overview:	Essential Functions:	Location:
Admitting/ Information Desk	Pre-register patients; greet visitors/patients; Escort visitors to destination; provide directions	50% walking patients/visitors to destinations throughout the hospital; Good customer service/socialization skills	Information Desk in Main Lobby
Cancer Registry	Clerical – tracking cancer patients; Computer data entry; Prepare for Weekly Cancer Board meeting	Sit for 2 – 4 hr. intervals; Must be able to use computer to input data	Bldg. 1, Level 2
Charts	Assemble Chart Packets	Sit for 2 – 4 hr. intervals; Walk short distances to obtain forms; Make copies; Bend to pick up and lift light boxes; Work independently	Various Departments
Comprehensive Cancer Center Clinic	Assists Supervisor who counsels for breast surgery; Assists Supervisor who counsels genetic family members; Assists Supervisor who counsels colon cancer family members; Assists Supervisor who counsels heart failure patients regarding following their maintenance instructions.	Maintain files; Prepare charts and reminder calls for next day appointments; Helps with Special Projects and Children's art therapy	Bldg. 1, Level 1
Emergency Department -	Assist Staff as directed; Make hourly rounds to patients rooms offering visitors, and patients (if allowed), coffee, water, blankets, etc.; Communicate patients/visitor concerns to Staff; Clean and re-make gurneys; make coffee, restock supplies	90% walking, 10% sitting (assembling urine specimen kits, cutting visitor tags); Good customer service/socialization skills; Must enjoy working in a busy environment	Emergency Dept. Bldg. 1, Level 1

Service:	Overview:	Essential Functions:	Location:
Fund Raising Sales	Chair or assist with fund raising sales, including scrub sales, throughout the year	75% walking; Computer data entry; Stand for 30 min. intervals; Sit for 2 – 3 hr intervals; Bend down and Lift 5 lb. Boxes	Various Locations
Gift Shop	Sales to patients, families and employees; Telephone orders for patients; Restock/arrange/dust merchandise; Some computer skills required	95% standing; Computer skills; Work with cash register; Bend down and lift 10 lb. Boxes; Stock and dust shelves	Bldg. 1, Level 1
Navigator (Sentinel Node)	Escorts and readies breast cancer patients in need of surgery; Provide support and assist family members	90% walking patients to destinations throughout hospital; Knowledge of department locations	Bldg. 2, Level 1
Physical Rehabilitation in Sutter Rehab Institute (SRI)	Assist patients at meal time; Clean dining room tables and gymnasium equipment; Assemble admitting packets and various clerical tasks	Walking or standing 3 – 4 hr.; Sitting as needed; push occupied wheelchairs; Good customer service/ socialization skills	Bldg. 6, Lobby
Surgery: Surgery Information	Greet patients, take visitors to recovery area as requested by nurses; assist clerical staff as needed	75% walking, escorting patients and families; 25% completing forms/assisting SPA personnel; 4 hr shifts, AM or PM, Monday to Friday	Bldg. 1, Level 2
Outpatient Recovery	Assist nurses, restock supplies, clean gurneys and chairs, assure SPA has clean gurneys; escort discharged patients via wheelchair	100% standing; clean and move gurneys; Push wheelchairs and escort patients to destination	Bldg. 1, Level 2 and Bldg. 4
Inpatient Surgery Recovery	Greet families of patients; keep families of patients informed of patient status; inform doctors of location of waiting family; assist Staff with errands when requested	80% walking; Walk (escort) visitors to waiting area; Find family members and keep them informed about patient; Good customer service/ socialization skills	Bldg. 1, Level 2

Service:	Overview:	Essential Functions:	Location:
STARS (Sutter Transitional and Respiratory Service) Sub-Acute Vent Unit	Read to patients; visit, interact with the patients; Assist Staff as requested	80% walking/standing; Stand For 30 min. intervals; Good customer service/ socialization skills	Bldg. 1, Level 3
Women's & Children's Services Labor and Delivery	Greet and sign in visitors; copy forms; assemble Nursery & delivery charts	Sit, walk, stand and twist	Bldg. 1, Lower Level
Neonatal Intensive Care Unit (NICU)	Provide assistance at reception desk; Escort visitors; Restock supplies	Sit 2 – 3 hr. intervals; Escort visitors throughout department and to various locations throughout hospital	NICU, Lower Level
Nursery/Postpartum	Special training for bathing babies; Prepare cribs, ice packs, etc. Escort babies to and from Nursery and mother's room as requested by nursing staff; Ensure new mothers are comfortable; set up showers, change sheets, etc. Escort patients out to cars upon release from the hospital; Stock supplies in all areas; Make copies of literature and assemble Mother's Booklets	Walk and stand for 3 – 4 hr intervals	Bldg. 1, Level 1 & Lower Level
Pediatrics	Assist nursing staff as requested to: provide for needs of patients, run errands, restock supplies, keep play room in order, make admission packages for new patients as needed, assist in patient discharge as directed by nurse.	95% of 4 hr shift is walking or standing, 5% sitting; Ability to bend, twist, push and lift at least 10 lb.	Bldg. 1, Level 1