

VOLUNTEER SERVICE DESCRIPTION

POSITION:	Child Life Volunteer Child Life/Pediatrics	EFFECTIVE DATE: 4/2017 Revised 07/2017
DEPARTMENT:	Pediatrics – Sky 7, PCCU – Horizon 9, NICU and Dialysis – Horizon 5	
SITE:	University Health System (Hospital)	
COVERAGE:	M-Sun 9am-8pm	
REPORTS TO:	Child Life Specialists	

Position Purpose: To engage with pediatric patients in normalization and management of playspaces.

Essential Functions:

- Answer phones promptly, utilizing customer care skills
- File alphabetically and/or numerically
- Keep patient's immediate area clean and neat
- Assist therapists with patient transporting
- Transport **empty** beds/wheelchairs/equipment from one floor to another
- Pick up materials from Central Supply
- Stock supplies
- Escort family and patients to destination
- Anticipate and recognize non-verbal cues to assist as appropriate
- Answer questions about other services provided by UHS
- Stay focused on surroundings and the patients using the facility
- Refrain from activities that may cause a distraction such as texting or use of other electronic devices
- Work under the direction of the staff as requested
- Assist with special projects as directed by supervisor
- **Demonstrate competence to perform volunteer assignments in a manner that meets the age-specific and developmental needs of patients served by the department.**
- **Appropriately adapt to volunteer assignments to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of each patient served.**
- **Support UHS mission, vision, and values. Demonstrate established customer service behaviors and standards. Treat all customers with courtesy, dignity, respect, and professionalism.**

Qualification Requirements:

- Wear appropriate uniform and picture ID badge at all times
- Have basic knowledge of hospital etiquette
- Follow directions from UHS staff
- Use strong verbal and interpersonal communication skills
- Adhere to the 4 for the Customer standards
- **Adhere to UHS policies and respect confidentiality**
- **Successful completion of pre-volunteer health screening examination and annual screening each year thereafter**
- **Successful completion of orientation and specific training provided by UHS**

Working Conditions:

- Must possess physical and mental health to meet the demands of the position which may include prolonged standing, walking, and lifting up to 50lbs
- May occasionally be required to sit at workstation for long periods of time
- May occasionally be required to stand and walk for much of the work period
- May be required to perform repetitive tasks

Child Life Volunteer Responsibilities

- Straighten and organize playspaces
- Interact with patients in playroom or at bedside
- Clean toys
- Special projects and preparation for upcoming events
- Assist Child Life and nursing staff with needs
- Keep a watchful eye on playspaces and have an awareness of all persons in the playspaces
- Participate in patient activities
- Support patients, families, and staff
- Communicate with Child Life Staff

Department Guidelines

- Volunteers must communicate with coordinator about scheduling and adhere to agreed times.
- Volunteers are not allowed to come to unit outside of the scheduled times unless discussed with coordinator prior to arrival.
- Volunteers must not be present for any procedures to provide support. Volunteers must excuse themselves from any medical conversations or conversations relating to HIPPA.
- Volunteers are required to complete a minimum of two hours in a two-week period and a maximum of 6 hours per week. (Unless otherwise discussed with coordinator)
- Volunteers who miss two volunteer sessions consecutively without communicating with the Child Life Department, will be removed from the schedule and their spot may be

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given to another volunteer. The volunteer must then communicate with the coordinator again to determine if a new time slot may be acquired.

- Volunteers who miss four volunteer sessions consecutively even while communicating with the Child Life department, will be removed from the schedule and their spot may be given to another volunteer. The volunteer must then communicate with the coordinator again to determine a new time slot that will better accommodate the volunteer's personal schedule.
- Volunteers may not visit with patients outside of their scheduled volunteer times or outside of the hospital. This includes social media.
- The coordinator may require a volunteer to complete a new Child Life Orientation if the volunteer has not volunteered in more than 90 days.
- To request a personal letter of recommendation from the Child Life Department, a volunteer must complete 100 hours volunteering with Child Life.

Salary:

- Unsalaries; volunteer. This position does not imply employment with University Health System

Supervisor:

- Department Director
- Volunteer Department Staff
- Child Life Specialist Staff

"I have read, understand and agree to fulfill the purpose and responsibilities of this volunteer position and further agree to accept guidance and direction from the supervisor. I am committing to involve individuals regardless of race, color, age, sex, religion, disability or national origin in educational experiences in cooperation with other hospital volunteers and hospital personnel. I also understand that failure to fulfill the direction from the supervisor could result in suspension of my volunteer position. I also understand that this volunteer position is renewable annually; I will notify the Volunteer Services department if I am no longer interested in serving."

Signatures:

Signature of Volunteer

Date

Signature of Volunteer Administrator

Date

**Child Life Volunteer Request
Child Life Department UHS**

Name: _____ **Date:** _____

This department often has a waiting list for preferred times. If you are approved to volunteer for this department, this form does not guarantee receiving shifts requested. We encourage you to be flexible with the process.

**Hours of Operations for volunteers are:
Monday – Sunday 9:00 a.m. – 8:00 p.m.**

To better accommodate your volunteer request, please answer the following questions

- How many hours will you commit per week?
- When will you start volunteering? Date _____ Time _____
- What is your time commitment?
1 Month - 3 Months - 6 Months - 1 year- Other _____
- What dates and times would you be available to volunteer?
- Are you a Child Life student?
 - If so, have you completed a practicum or internship?
- Why would you like to volunteer with Child Life/pediatrics?
- Have you volunteered in another children’s hospital? Where? How many hours did you accrue?

Once completed, Please return to Volunteer Staff

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