

SERVICE POSITION

POSITION:	Foster Grandparent Volunteer	EFFECTIVE DATE: 01/2014 Revised: 10/2017
DEPARTMENT:	Newborn Intensive Care Unit (NICU) and Newborn Nursery	
SITE:	University Hospital	
COVERAGE:	Monday through Friday, 6 a.m. - 8 p.m. (4 hours preferred)	

Position Purpose: To work as a team with the UHS staff to provide comfort and gentleness to babies during their stay in the hospital.

Supervision:

Assignment: Patient Care Coordinator
NICU/Newborn Nursery

Volunteer: Volunteer Coordinator
Volunteer Services

Essential Functions:

- Assist staff by feeding, and rocking babies, and changing diapers.
- Assemble packets and gift bags for new patients.
- Transport lab work as needed.
- Stock supplies.
- Anticipate and recognize non-verbal cues to assist as appropriate.
- 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 adapts to volunteer assignments to accommodate the unique physical, psychosocial, cultural, age-specific and other developmental needs of each customer.**
- **Support UHS mission, vision, and values. Demonstrate established customer services behaviors and standards. Treats all customers with courtesy, dignity, respect, and professionalism.**

Qualification Requirements:

- Must be 60 years or older.
- Complete application process and receive acceptance to Catholic Charities.
- Wear appropriate uniform and picture ID badge at all times.
- Have basic knowledge of the UHS’s telephone and elevator etiquette.
- Follow directions from UHS staff.
- Use strong verbal and interpersonal communication skills.
- Adhere to the 4 the Customer standards.
- Bi-lingual preferred.
- **Adhere to UHS policies and respect patient 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.

“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