## Service Position

### Position:  
Foster Grandparent Volunteer  

### Effective Date:  
01/2014

### Department:  
Newborn Intensive Care Unit (NICU) and Newborn Nursery

### Site:  
University Health System (UHS)

### 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: Rachel Rivas, Patient Care Coordinator  
NICU/Newborn Nursery  

Volunteer: Ericka Garcia and Tracey Carrizales  
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.