VOLUNTEER SERVICES DEPARTMENT

ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

The Oncology Patient and Family Resource Center in the NC Clinical Cancer Center

PURPOSE

To work with the staff of the Resource Center in assisting our cancer patients and families find educational materials, support, and comfort through the Resource Center programs.

SUPERVISING PERSONNEL

Director, Volunteer Services
Coordinator, The Oncology Patient and Family Resource Center

TRAINING and EDUCATION

- Must complete general orientation provided by the Department of Volunteer Services.
- Participate in on-the-job training provided by staff or trained volunteers.

DAYS, HOURS, LOCATION

Tuesday: 10 – 12 noon or 1 - 3 PM Gravely Cancer Center, G008
Thursday: 10 – 12 noon or 1 – 3 PM Gravely Cancer Center, G008
Friday: 1 – 4 PM Gravely Cancer Center, G008

ESSENTIAL FUNCTIONS

- Assist patients in finding brochures, wigs and turbans.
- Computer searches for general cancer information.
- Instruction to patients on how to perform their own internet searches.
- Navigate websites to locate additional resources for our patients.
- Instruction on use of DVD's, videos, and equipment.
- Categorizing videos and developing a video log book.
- Properly checking out books and wigs.
- Re-stocking the educational materials when supplies are low.
- Investigating new materials to be used as references for our patients.
- Keeping the center inviting and organized for patients and families.
- Making coffee and tea as needed.
- Assist staff with special projects related to patient programs, community outreach, or education

MINIMUM REQUIREMENTS

- Must demonstrate competency in age specifics, HIPAA, and HEOSH information.
- Must be able to communicate with diverse population.
- Must be able to follow directions from staff.
- Understand the need for confidentiality and ability to maintain such.
- Knowledge of hospital layout, especially those areas that relate to needs of your unit.

PERSONAL SKILLS, ABILITIES, KNOWLEDGE

- Must be a self-starter
- Ability to work with detailed information and follow directions.
- Have a friendly, positive attitude
- Ability to converse in Spanish is very helpful

PHYSICAL REQUIREMENT

- Requires walking, standing, sitting, lifting and reaching
- Ability to push/pull up to 25 pounds
- Must be able to read and speak English in simple, understandable terms
- Must have intact sense of sight and hearing

PATIENT POPULATION SERVED

- Demonstrates knowledge of the principles of growth and development and possesses the ability to respond to age specific issues and data reflective of the patient's status.
- Demonstrates the knowledge and skills necessary to provide care for the following age groups: Child, Adolescent, Adult, Older Adult

PROTECTED HEALTH INFORMATION

- Will limit access to protected health information (PHI) to the information reasonably necessary to do the job.
- Will share information only on a need-to-know basis for work purposes.
- Access to verbal, written and electronic PHI for this position has been determined based on assignment responsibility.

MACHINES, TOOLS and EQUIPMENT

Telephone, copier, FAX, computer and required application, and wheelchairs.

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Director, Volunteer Services Coordinator, The Oncology Patient and Family Resource Center

The above statements are intended to describe the general nature and level of service being performed by volunteers assigned this service description. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities for people assigned.

9/06