



## **VOLUNTEER SERVICES DEPARTMENT**

### **ASSIGNMENT DESCRIPTION**

#### **ASSIGNMENT TITLE**

Gift Shop Volunteer

#### **Purpose**

The UNC Hospitals Volunteer Association manages the Cranberry Corner Gift Shop as a service to patients, visitors and staff. All profits from the shop are donated to the hospital to fund departmental requests to provide added services for patient care, equipment and scholarships.

#### **SUPERVISING PERSONNEL**

Director, Volunteer Services  
Manager, Gift Shop

#### **TRAINING and EDUCATION**

General Volunteer Orientation  
Gift Shop specific training  
Read the Policy & Procedure Manual

#### **DAYS, HOURS, LOCATION**

Monday – Friday – 8:00am – 8:00pm  
Saturday & Sunday – 1:00pm – 5:00pm

#### **ESSENTIAL FUNCTIONS**

- Help customers to find merchandise, answer questions
- Ring sales and process payroll deduction (as requested)
- Help open, check and price new merchandise
- Help prepare new displays
- Keep shop neat and clean

## **PROCEDURES**

1. Sign in at Volunteer Services office.
2. Put on cranberry jacket and ID badge.
3. Check with staff about new items on the floor, and other information you may need to know.
4. Check supplies to be sure you have bags, wrapping paper, ribbon, pens, notepaper.
5. Check helium tank and balloons to ensure adequate supply.
6. Greet customers when they come into shop. (e.g. Hello, welcome to CCHS or Good Morning)
7. **PLEASE DO NOT EAT, READ NEWSPAPERS, MAGAZINES, BOOKS, ETC. AT THE CASH REGISTER.** If you need a break, please ask for one.
8. If you have spare time, please call the Volunteer Office at 966-4793 to see if you can fill in for an upcoming vacancy.
9. Volunteers with talents for creating displays and rearranging merchandise are invited to put their abilities to work in the shop.

## **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.
- Must be able to follow directions from staff.
- Must be able to walk for long distances.

## **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 REQUIREMENTS**

- 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: Neonate, Infant, Child, Adolescent, 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.

**LENGTH OF COMMITMENT**

One 3 – 4 hour shift per week.  
Minimum one year commitment

\_\_\_\_\_  
Director of Volunteer Services

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Gift Shop Manager

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.

**Reviewed 2/96**  
**Revised 08/06**  
Revised 10/08