



## **VOLUNTEER SERVICES DEPARTMENT**

### **ASSIGNMENT DESCRIPTION**

#### **ASSIGNMENT TITLE**

NCCC Parent Resource Center Volunteer

#### **PURPOSE**

The volunteer will serve as a contact for parents of babies in the Newborn Critical Care Center to facilitate using the computer, and other resources to facilitate researching clinical issues, and parenting/care information based on their child's needs. The volunteer will also help parents use the digital camera to take pictures of their baby to download to the Internet to send to family and friends. This area will also serve as a quiet place for parents to escape the noise and busy-ness of the unit.

#### **SUPERVISING PERSONNEL**

Director, Volunteer Services  
Nurse Manager

#### **TRAINING and EDUCATION**

General Volunteer Orientation  
NCCC Resource Center Orientation

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

NCCC Parent Resource Room – 4<sup>th</sup> floor Children's Hospital  
Monday – Friday 9:00 – Noon and 6:00 – 8:00PM  
Saturday and Sunday Noon – 4:00PM

#### **ESSENTIAL FUNCTIONS**

- Assist NCCC parents in finding written medical information
- Help parents and family members access web sights
- Help parents and family members play educational videos
- Help parents and family members scan pictures of the baby for other family members to view
- Monitor the use of the resource room
- Help families create a web page for their baby

## **PROCEDURES**

1. Report to the charge nurse or nursing supervisor that you are ready to open the Parent Resource Room and get the key to the room and open it.
2. Turn on the computer and set up other equipment so it is ready to use.
3. Put away any reading materials returned by parents.
4. If you must leave the room, it must be cleared and locked.
5. Let the charge nurse or nursing supervisor know when you are leaving.

## **MINIMUM REQUIREMENTS**

- Must be at least 16 years old.
- Must be competent in use of computers and the Internet.
- Must have knowledge of digital cameras and/or scanning equipment.
- Need to be reliable and dependable and adhere to your set schedule.
- Must demonstrate competency in age specifics, HIPAA, and HEOOSH 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 walk for long distances.

## **PERSONAL SKILLS, ABILITIES, KNOWLEDGE**

- Have a pleasant, friendly and positive attitude.
- Must be a self-starter
- Good communication and customer service skills
- Ability to converse in Spanish is 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: 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 2 hour shift per week.  
Prefer at least 3 month commitment.

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Director, Volunteer Services

NCCC Resource Room Coordinator

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.

7/03; Revised 07/06