



## **VOLUNTEER SERVICES DEPARTMENT**

### **ASSIGNMENT DESCRIPTION**

#### **ASSIGNMENT TITLE**

Pediatric Parent Support Volunteer

#### **PURPOSE**

The purpose of the Pediatric Parent Support Program is to bring parents of hospitalized children together in a comfortable setting where they can meet other parents and staff members, as well as enjoy a light brunch prepared by volunteers.

#### **SUPERVISING PERSONNEL**

Director, Volunteer Services

#### **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**

9:45 - 11:30 a.m. each Tuesday  
Seventh Floor parent lounge in the Children's Hospital

#### **ESSENTIAL FUNCTIONS**

- Welcome and converse with parents and direct or introduce them to the Support Parent as appropriate.
- Share responsibility with the Staff member for distributing invitations to all parents who are present on the fifth, sixth and seventh floors in the Children's

Hospital and inform staff at the nursing stations and in the recreation areas that the program is scheduled for that morning.

- Purchase brunch supplies in advance (reimbursement is provided).
- Set up brunch using purchased supplies as well as those stored on site.
- At conclusion, package remaining food and return supplies to cabinet.

### **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 walk for long distances.
- Must be at least twenty-one years of age.

### **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
- Friendly, outgoing and compassionate with a commitment to listening and reflecting on the needs of participants.

### **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**

Two or more days per month for at least one year.

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Director, Volunteer Services

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Center for Developmental Learning

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.

## **Pediatric Parent Support Program** **Tuesday Morning Brunch Guidelines**

The brunch is held every Tuesday morning, from 10:30 until 11:30, in the Parent Lounge on the seventh floor in the Children's Hospital.

### **What to Buy:**

You and your volunteer partner decide in advance what each will purchase.

Save your receipts and send them to Amelia for reimbursement.

#### **Suggested fruit:** (seasonal)

Grapes (2 lbs.), bananas (15), strawberries (2 lbs.), clementines (box)

#### **Baked goods:**

Mini muffins, donut holes, small donuts, plain and cinnamon bagels

Paper products, coffee supplies, drinks, yogurt, cheese sticks and cream cheese are all purchased in bulk and should be in the Volunteer Office refrigerator or in the cabinet in the lounge.

### **Plan to arrive by 9:45:**

1. Sign In in the Volunteer Office or in the Women's Hospital.
2. The key to the 7<sup>th</sup> floor cabinet is in the metal key box, which is located next to the large sink in the volunteer workroom. It is on a cranberry colored lanyard.
3. There is a plastic box, with a blue top, in the refrigerator. It contains cheese sticks, yogurt and cream cheese. If there is not enough of one of these items in the box, there should be extra in the refrigerator.
4. If you cannot carry the box and the supplies that you have brought, use one of the carts that are in the workroom.
5. Use the back elevators in the Children's Hospital especially if you are using a cart.

### **Setting Up the Brunch:**

1. Leave the table where it is in the lounge. Move the chairs back against the wall so that parents will have space to walk around the table and also a place to sit.
2. There are plastic tablecloths in the upper cabinet along with plates, napkins, spoons for the yogurt and knives for the cream cheese.
3. The coffee maker is in the upper cabinet as well as coffee, sugar, Splenda, powdered creamer, filters, stirrers, cups, lids and a small metal pail that is for trash. If a parent wants to take a hot cup of coffee out of the room, they should have a lid on their cup.
4. There are trays in the upper cabinet for the fruit and baked goods.

5. Juice, extra baked goods and paper products are stored in the lower cabinet.
6. There is a blue plastic bowl (juices) and a white bowl (yogurt) that are filled with ice using the ice machine in the Pantry. While you are in the Pantry take a carton of whole milk from the refrigerator to use for coffee.
7. There should be a doorstop in the cabinet. If you can't find it, use one of the chairs to hold the door open.
8. There is a notebook in the cabinet for tallying attendance. Pencils are in a basket in the cabinet.

**Invitations:**

The invitations are in the upper cabinet. Darragh Davis, the Community Liaison in the Children's' Clinic will come around 10 o'clock to distribute them. If you have been notified that Darragh will not be there, one of you will have to distribute them on the 5<sup>th</sup>, 6<sup>th</sup>, and 7<sup>th</sup> floors. Observe precautions when delivering. It takes at least half an hour to distribute invitations.

**Interpreter:**

A college volunteer has been assigned to our program as a Spanish interpreter. His or her attendance may be erratic due to vacation and exam schedules.

**Cleaning Up:**

**Everything except perishables goes back in the cabinet.**

Leftover fruit and baked goods should be put on paper plates and left on the table. Leftover packaged baked goods should be put in freezer bags (in the upper cabinet) and stored in the freezer in the volunteer office.

Clean the coffee pot and return to the cabinet with the supplies. The tablecloth goes back in the cabinet unless it is damaged or worn. Be sure to put the doorstop back and **lock both the top and bottom of the cabinet.**

Return the key to the key box and the blue plastic box to the refrigerator. Decide who is going to call or email one of the volunteers for the following week to tell them about any food that is in the freezer. If any of the bulk supplies need to be replenished, call or email Amelia (545-0297) [acarew@nc.rr.com](mailto:acarew@nc.rr.com)) or Marnie (969-2677) [mrsfixit71@earthlink.net](mailto:mrsfixit71@earthlink.net)).