## Volunteer Service Description

<table>
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<th>Position Title: Neurospine SGH</th>
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<td>Issue Date: 8/20/14</td>
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<td>Location: SGH 4E</td>
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<tr>
<td>Supervisor Sue Ulshoffer-Wyant 733-8942</td>
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<td>Manager: Jason DeVera, RN Director</td>
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### Services:
We are an inpatient dept. with 33 beds, including our Neuro-Observation Unit. We service spine, stroke and med/surgical patients. Volunteers will assist in helping to answer call lights, attend to Active Daily Living (ADL) needs, and provide overall support to our patients.

### Objective:
The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department.

Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

### Hours:
Monday - Sunday 9-9pm
Note: shift change is at 6:45pm - this is a busy time - good for volunteers

### Qualifications:
Friendly, positive and professional attitude. Works well with patients, staff and visitors. Does not have an aversion to procedures and blood.

Ability to display compassion, and caring in a non-judgmental way.

Artificial nails for patient care staff are prohibited due to infection control concerns

### Training:
Hospital orientation and specific departmental orientation.

### Competencies:
Confidentiality
Phone etiquette
| Responsibilities: | Rounding with patients/staff and visitors (staff will provide a script)  
Help with food trays temp check, set-up and feedings  
Restock supplies  
Pass water to patients  
Run errands to the lab and other areas of the hospital  
Answer phones  
Assist staff with charts, filing, copying  
Answer call lights and communicate needs to nurses  
Observe staff taking vital signs  
Disinfect wheelchairs or other equipment needed by a staff member.  
Assist with discharge of patients  
Go into Neuro-Observation Unit and learn from staff how to read monitors. Answer call lights, and all other routine duties specific to the unit.  
Other duties as assigned |