

Volunteer Position Description



Position:	Nanny	REVIEWED:	
Departments:	Neonatal Intensive Care Unit (NICU) and Pediatric Units		10.22
Campus:	Providence Sacred Heart Children's Hospital		12.19
Supervisors:	Unit nurse managers, assistant nurse managers, charge nurses		08.19
Shifts:	24/7 2-hour shifts		07.16
Created:	June 2013		12.13

GENERAL SUMMARY

Supports caregivers and families by comforting medically fragile infants, including those withdrawing from exposure to narcotics. Volunteers also assist with daily tasks, such as restocking supplies, assembling gift baskets, and admitting families into the step-down unit.

The Mission | As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Values | Compassion. Dignity. Justice. Excellence. Integrity.

Our Vision | Health for a Better World.

Our Promise | Know me, care for me, ease my way.

QUALIFICATIONS

- At least 18 years old.
- May not wear artificial nails.
- Able to commit to at least 75-hours of service, which is generally fulfilled through one weekly shift.

KNOWLEDGE, SKILLS, AND ABILITIES

- Communicates clearly and respectfully with others, regardless of race, ethnicity, gender, or sociological background.
- Maintains confidentiality and models it for others.
- Excellent customer service skills and has a sincere interest in serving others.
- Accepts supervision and adheres to hospital policies.
- Flexible in responding to change.
- Acts appropriately when dealing with critical, stressful, and/or unexpected situations.
- Recognizes own limitations and seeks help from appropriate sources when needed.
- Dependable and punctual; openly communications scheduling changes.

ESSENTIAL FUNCTIONS

The duties listed are essential functions of the position. However, other duties may be assigned, and may also be considered essential functions of the position.

The volunteer must be sufficiently fluent in the English language to satisfactorily perform the essential functions of the position. The degree of fluency required will vary depending on the nature of the position.

Volunteers are expected to honor the Mission, Values, Vision, and Promise and adhere to the Code of Conduct, policies, and standards of their organization.

For direct patient care roles: Performs and maintains currency of essential competencies as required by specific area of hire and populations served.

- Comforting infants withdrawing from exposure to narcotics and/or in need of developmental stimulus (only at the direction of the patient care team). Activities may include holding, rocking, walking with, and other age-appropriate activities.
- Supporting clinical team with daily activities such as laundry, stocking, and greeting/admitting authorized families and visitors.
- Easing the way for patients and families by activities such as escorting them to locations within the medical center, transporting stable patients and visitors by wheelchair, and making coffee for the waiting room.

PHYSICAL DEMANDS and WORKING CONDITIONS

Physical Requirements

- Vision and hearing within normal range.
- Able to walk, reach, bend, and stand for extended periods of time.
- Able to sit for extended periods of time.

Work Hazards

- Potential exposure to infectious diseases.
- Potential exposure to blood and body fluids.
- Potential contact with combative/confused visitors and patients.