

Volunteer Position Description



Position: Maxillofacial Clinic Volunteer
Department: Genetics Office/Clinic
Campus: Sacred Heart Children's Hospital
Supervisor: Maxillofacial Program Nurse Coordinator
Shifts: Varies
Created: 11/2019

REVIEWED:
Feb-23

GENERAL SUMMARY

The Maxillofacial Program is a community-based collaborative effort between medical and dental providers, hospitals, schools, therapy services, Providence, Washington State University and Eastern Washington University. Our interdisciplinary team of specialists diagnoses and treats hundreds of children each year with facial birth defects, such as cleft lip and cleft palate. Volunteers support the program coordinator and/or providers, as defined in the Essential Duties section, to ease the way for pediatric patients and their families.

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

- NONE

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.
- Good organizational skills with an attention to detail.

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.

Essential Duties

May assist caregivers and/or providers with one or both roles.

Clinic Assistant Volunteer

Third Tuesday of month from 8 a.m. to 12 p.m. (providers debrief from 12 – 1 p.m.; volunteers welcome to participate)

Assists clinic caregivers with tasks including, but not limited to:

- Assisting with clerical tasks such as making copies of insurance cards
- Assisting with clinic set-up
- Assisting approximately 12-14 patients and their families move from one provider to another within the clinic
- Greeting and welcoming patients and their families
- Making coffee and offering beverages to patients and families

Office Assistant Volunteer

Flexible scheduling; 2 – 4 hours per week (Monday – Thursday)

Assists program coordinator with tasks including, but not limited to:

- Creating clinic visit packets
- Filing
- Making copies
- Preparing mailings to be sent to families

PHYSICAL DEMANDS and WORKING CONDITIONS

Physical Requirements

Please note for patient and material handling, the safe maximum force exerted by the volunteer should not exceed the following set values:

"For safe patient handling, in ideal situations, no more than 35 lbs. Maximum force should be lifted without the use of available lifting aids/equipment." (National Institute for Occupational Safety and Health (NIOSH) Safe Patient Lifting/Carrying thresholds). In situations of patient emergency some exceptions to this recommendation may exist (reference Safe Patient Handling Policy/Guidelines).

"For safe non-patient manual material handling, a Recommended Weight Limit (RWL) is 51 lbs. maximum without the use of assistive devices and/or team lift." (National Institute for Occupational Safety and Health (NIOSH) Work Practice Guide for Manual Lifting thresholds).

"The frequency of categories (never, rarely, occasionally, frequently, constantly) are based on the percentage of the work shift. For example, occasionally it is up to 1/3 of the work shift (US Department of Labor).

Lifting/moving patients: Mechanical forces generated by volunteer with or without use of lifting aids/equipment

Physical Requirements

- Vision and hearing within normal range.
- Able to lift and carry objects up to 25 lbs., or within own weight limitations.
- Able to provide wheelchair transportation up to 200 lbs., or within own weight limitations.
- Able to walk, reach, bend, and stand, often walking or standing 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.
- Potential contact with hazardous chemicals.