

Rush Oak Park Hospital Volunteer Openings

As of 3/01/19

1. Information Center Volunteer

Position Description

Information Center volunteers are located on the first floor of the Hospital, and provide customer service to all patients, visitors and staff. Responsibilities include greeting and assisting all visitors and patients in a helpful and courteous manner; providing directions and information; providing security badges for visitors; escorting of patients to desired locations throughout the hospital (including wheelchair transport). We have both sitting and “roaming” positions available.

Qualifications:

- Exceptional customer service skills.
- Ability to work as part of a team. Must be enthusiastic, friendly, dependable, and ***flexible***.
- Must enjoy interacting with the public and be able to communicate effectively with people of all ages and backgrounds.
- Must be able to read, write, understand and speak English fluently.
- Prefer physically fit and able to push/pull a wheelchair unassisted.
- Applicants should be adults **18 years of age** or older who are interested in providing customer service to our visitors and guests.
- **Long term commitment requires one-four hour shift per week for a period of six months, a total of 96 hours.**

Shift Times

Shifts available: Front Lobby Information Desk: Mondays thru Fridays noon-4pm.

2. Front Desk Laboratory Volunteer

Position Description

Front Desk Laboratory volunteers assist staff in providing a more efficient and effective working environment. Under the Direction of the Head Phlebotomist, responsibilities include: Greeting visitors and patients and providing appropriate information and/or directions; maintaining organization of waiting room and front desk area; answering phones, transferring calls, taking messages; messenger runs; transporting specimens and clerical assistance as needed.

Qualifications:

- Exceptional customer service skills; should be enthusiastic, friendly, dependable, and ***flexible***.
- Must be able to read, write, understand and speak English fluently.
- Ability to work independently and solve problems or contact a staff person when appropriate; ability to follow directions from supervisor when emergency arises.
- Ability to handle several tasks/customers at one time.
- Must be physically fit; able to stand for four hours and transport supplies.
- Applicants should be adults **19 years of age** or older who are interested in working in a health care environment or professional laboratory setting.
- **Weekly, consistent attendance is a priority. A long term commitment of 96 hours is required, with one four hour shift per week for 6 months.**

Shift Times

Shifts available: Wednesday, Friday afternoons noon-4pm.

3. Emergency Room Volunteer

Position Description

Under the direction of the Unit Secretary, responsibilities include: patient rounding; assisting with transport and discharge of patients; taking inventory and refilling supplies, messenger runs, transporting specimens, administrative/clerical support.

Qualifications:

- Exceptional customer service skills; should be enthusiastic, friendly, dependable, and flexible.
- Must be able to read, write, understand and speak English fluently.
- Ability to work independently and solve problems or contact a staff person when appropriate; ability to follow directions from supervisor when emergency arises.
- Must be physically fit; able to stand for four hours and transport supplies.
- Applicants should either be pre-med students, or adults **21 years of age** or older who are entering the health care field or who have had experience in a hospital environment.
- **Weekly, consistent attendance is a priority. A long term commitment of 128 hours is required, with one four hour shift per week for 8 months.**

Shift Times:

Shifts available: Monday, Tuesday, Thursday, Sunday afternoons 2-6pm; Friday, Saturday evenings 6-10pm.

4. Unit Assistant Volunteer (We are now recruiting for the late March training class)

Position Description

Unit Assistant volunteers act as a patient ambassador and concierge. Under the direction of the Unit Secretary, responsibilities include: answering patient call lights, patient rounding while providing comfort measures; socializing with patients: assisting with transport and discharge of patients; messenger runs and transporting of specimens.

Qualifications:

- Exceptional customer service skills; should be enthusiastic, friendly, dependable, and **flexible**.
- Must be able to read, write, understand and speak English fluently.
- Ability to work independently and solve problems or contact a staff person when appropriate; ability to follow directions from supervisor when emergency arises.
- Must be physically fit; able to stand for four hours and transport supplies.
- Applicants should be adults **19 years of age** or older who are interested in working in a health care setting or who want a high level of patient interaction.
- **Weekly, consistent attendance is a priority. A long term commitment of 128 hours is required, with one four hour shift per week for 8 months.**

Shift Times:

Shifts available: General Surgical Floor: Monday, Wednesday afternoons 1-5pm. Telemetry Unit: Monday, Tuesday, Thursday, Friday afternoons 1-5pm. Orthopedic Unit Assistant: Tuesday, Wednesday, Thursday mornings 9am-1pm.

Please note:

Applying to the volunteer program does not automatically guarantee acceptance/placement into the program. Volunteer service at Rush Oak Park Hospital is not intended or guaranteed in any way to lead to paid employment.