



VOLUNTEER OPPORTUNITIES

Draw persons to God by your words, your example, by your works of Mercy.
Catherine McAuley, Founder of the Sisters of Mercy

Auxiliary Office Reception Desk – Serve the department by answering the phones, assisting with deliveries, greeting guests, reconciliation, assist with special projects, and scheduling interviews

***Breast Center** – Greeting patients and escorting them to prepare for their exam and check on them while they wait

Departmental Support – Volunteers will be placed in departments to assist with phones, clerical tasks, and special projects

***Emergency Department** – Greet patients or visitors that need assistance, round and provide service recovery in the waiting room, and assist medical staff with various duties (*must be 18 or above*)

Endoscopy Transporter at Whiteside – Assisting the department as needed as well as escorting patients by wheelchair between the Endoscopy department, nursing floors and assisting patients to their cars

Food Service – Volunteers assist the cafeteria and catering staff in the hospital cafeteria, Mercy Mocha, Kids Café, and the Sky View Deli located in the Surgery Center

***Gift Shop** – Volunteers serve as cashiers, help stock items, and assist with inventory in the main Gift Shop, Catherine's Corner, and the Mercy Orthopedic Hospital Gift Shop

Heart Pillows – Volunteers create heart pillows for open heart surgery patients to use. We provide the stuffing, precut fabric, thread, and a large bag for storing and transporting. Must be able to sew neatly and keep pillows clean while working on them

Information Desks – Volunteers will provide excellent customer service and display Mercy values, while answering patient information calls and directing visitors

Mail & Flower – Process floral deliveries as they are received and deliver to them to the nursing floors as well as receiving and distributing mail to patients

Mercy Orthopedic Hospital – Volunteers serve as greeters, assist in the Gift Shop, helps with the patient access desk, and serve as patient advocates

Mercy Rehabilitation Hospital– Volunteers will offer comfort and assistance for patients, families and hospital co-workers

Mercy Volunteers with a Purpose (MVP) – MVP's actively participate as part of the health care team on their assigned nursing unit and have checklist outlining the specific tasks they can perform

MSU Care Clinic – Assist with all aspects of patient care and escort patients to rooms, take vital signs and histories, and accurately document in EPIC

NICU Cuddlers – Assist in the NICU by answering the phone, admitting visitors, may include holding and rocking babies when the parents are not available (*must be 18 or above*) **Limited availability and requires 40 hours of service in another area prior to meeting with NICU clinical educator**

***Oncology Infusion Center** – Volunteers will assist the nursing staff in the infusion center, check on patients, and assist with comfort needs and visit with them. They also help by wiping down chairs between patients

Patient Advocate – Assist on the nursing floors by visiting patients and making sure their needs are being met. We have a list of questions to assist with this process (*must be 18 or above*)

***Pharmacy** – Must have good organizational skills and be able to handle stress and be willing to learn to use the tubing system to send items to the floors

Prayer Shawl – Volunteers will create prayer shawls using a preferred knitting pattern

Resource Library – Assist at the front desk by answering phones and greeting visitors

***Patient Escort** – Volunteers escort by walking with or transporting patients in a wheelchair

Fremont, Smith-Glynn-Callaway, Surgery Center and Whiteside Volunteers – Greet visitors to the building, assist with way finding, and assist with securing wheelchairs for patients

Special Projects – Assist with fundraisers, blood drives, Farmer's Market and scheduled food trucks

Surgery Waiting – Serve as a liaison between the surgery and recovery room staff and physicians. Volunteers must be able to handle the fast pace of this area and must be able to keep accurate records throughout their shift. Must have a patient, kind and caring demeanor and be able to handle situations that arise in a diplomatic and sensitive manner (*must be 18 or above*)

Volunteer Nurses – Designed for those who have left a nursing profession to provide volunteer nursing expertise to nursing units

*Indicates positions that require a lot of walking and standing.