



OHSU Visitors and Volunteers Volunteer Position Description

Note: Volunteers must be able to perform the functions of the position with or without reasonable accommodations. All individuals with disabilities are encouraged to seek reasonable accommodation.

Action Requested:	New position ____ Revised position <u>x</u>	Date completed/revised:	2/14/2024
Prepared by:	Andi Morana	Phone:	503-418-5376

1. GENERAL POSITION INFORMATION:

CLASSIFICATION/JOB TITLE
Creations for a Cure Volunteer

DEPARTMENT NAME/LOCATION
OHSU Visitors and Volunteers

VOLUNTEER NAME

VOLUNTEER SUPERVISOR
Andi Morana; Volunteer Supervisor

MISSION GROUP
Healthcare

VOLUNTEER CHAMPION/TITLE
Peggy Adams, Child Life Specialist
Hannah Ono, Child Life Specialist

2. POSITION SUMMARY:

Background information about the program/department:

Creations for a Cure (CFC) stand at the intersection of art, science and compassion to help children defeat illness. CFC's mission is to bring joy, creativity and self expression to these kids.

Summary of qualifications:

Volunteers must be at least 18 years of age and is ideal for those interested in public service and healthcare.

Summary of duties:

This position is responsible for facilitating a safe and creative art project for the patients and their families who are in the playroom & waiting room of the outpatient pediatric oncology unit on the 10th floor of Doernbecher. Duties include setting up the art project, facilitating the distribution of the art supplies to patients throughout the clinic, and cleaning and packing up after the Art Hour is over.

Summary of patient population/interactions:

Volunteer will have the opportunity in engaging with patients and their families.



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3. KEY RESPONSIBILITIES:		
Key Responsibilities & Performance Standards	% Of duties	Essential Function (Yes/No)
1. Assist/support patient and families <ul style="list-style-type: none">Engage with patients and their families as you do the art project togetherFacilitate art project and provide exampleSet up and distribute art supplies for the projects and to-go kitsDistribute Art Kits to patients who are unable to come to the playroom tablePack up art supplies and clean table and areaRecognizes and respects the multi-cultural needs of our patients and families with a non-judgmental and accepting attitudeDemonstrate active listening skills and supportive, professional behavior at all times, to patients, families, visitors, and hospital staffDemonstrate excellent customer service and communication skills, and maintains a positive, caring and compassionate attitude in all interactions with hospital staff, volunteers, patients and familyAddresses complaints and problems promptly and courteously, involving hospital staff when neededIntroduces self as a Volunteer at every patient/visitor/staff interaction	75%	Yes
2. Assist with department efficiency and staff needs <ul style="list-style-type: none">Maintains a clean, safe, and orderly environment for the patients, families, visitors, and hospital staff. This includes, but is not limited to: maintaining supplies, equipment, forms, and notifying appropriate personnel when cleaning and repair of equipment is needed in adherence with Infection Control Policies.Assists with clerical tasks as needed (filing, running errands, answering unit phone etc.)Ensures return of equipment after patient use to designated locationMaintains current knowledge of, and complies with hospital and department Policies and ProceduresAssists the department's quality by being proactive and seeking ways to improve and/or help with other tasks/projects when appropriateGives and receives feedback constructively and professionallyAccountable for having the best volunteer experience and communicating to Supervisor if issues arise	25%	Yes



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3. KEY RESPONSIBILITIES (Cont):		
Key Responsibilities & Performance Standards	% Of duties	Essential Function (Yes/No)
Assist with department efficiency and staff needs <ul style="list-style-type: none"> Independently maintains an organized schedule and solves scheduling conflicts through Volgistics and communicates with Supervisor as soon as possible Acts and communicates professionally at all times during their volunteer experience at Oregon Health and Science University (OHSU) Conducts self in an ethical and legal manner Respects privacy and keeps information about patients and hospital staff strictly confidential Exhibits a strong work ethic with accuracy, attention to detail, and organizational skills Uses the Service Principles (Imagine, Inspire, Engage, and Excel) as a framework for interacting with patients, families, visitors, and hospital staff 		
4. QUALIFICATIONS: As part of the qualifications requirement, the following Core Competencies are expected of all OHSU affiliates regardless of their position within the organization.		
Inclusion, Collaboration and Teamwork:	Every person matters. We benefit from the rich variety of ideas, skills and perspectives that emerge when we work together. Our collaboration fuels innovation, better solutions to complex problems, and a sense of community. Cultivating a climate of inclusion and respect enables us to partner with those who can help OHSU achieve its vision.	
Organizational Perspective:	We are all connected. Whether our role is caring for patients, inspiring students, advancing scientific knowledge, or supporting those endeavors, each person's work impacts another's. When we understand how our actions and decisions affect the whole, we can better align the needs of our workgroup with the best interests of OHSU. We have a common purpose that guides what we do and why.	
Performance Results:	We work hard to make great things happen. We hold ourselves and our colleagues to high standards of performance that are focused on results. We pursue excellence by giving and receiving feedback openly and directly. We continually seek to improve ourselves and our work by setting goals, measuring outcomes and developing our knowledge and skills. We exceed expectations in pursuit of our vision.	
Personal Effectiveness:	We are strong in character. As individuals, we value integrity and inspire trust. We meet obstacles with calm resolve, and can adapt quickly to change. We continue to move forward, even when the way is unclear. Each of us aspires to be our best self, accountable for the work we do and dedicated to the purpose of OHSU.	



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Qualifications	Required	Preferred
Education:	•	•
Experience:	• Experience working with patient populations relevant to this position	• Working with Children
Job Related Knowledge, Skills and Abilities (Competencies):	<ul style="list-style-type: none"> • Adherence to Professional Appearance Guidelines, including, but not limited to: natural nails no longer than ¼ inch, and no fragrances. Closed-toe shoes are required. • Able to locate fire pull and extinguisher. • Adherence to Healthcare Environment Policies and Procedures, including, but not limited to: Confidentiality, Fire, Chemical and Infection Control Policies. • Demonstrate adherence to Policies and Procedures as well as related OHSU policies. 	
Compliance:	<ul style="list-style-type: none"> • Code of Conduct • Respect in the workplace • Applicable policies, procedures and agreements related to position, department or OHSU as a whole • Clear criminal background check • Completed Compass trainings as assigned by staff • Medical Clearance as directed by Occupational Health • New Volunteer Orientation • New Volunteer Interview • OHSU ID Badge • Assignment-specific training 	
5. VOLUNTEERING CONDITIONS:		
Commitment requirement: Volunteer Shift(s): Monday 9:30am-11:00am Art Hour is 10am-11am Working conditions: <ul style="list-style-type: none"> • Able to work independently and as part of team 		
6. PHYSICAL DEMANDS & EQUIPMENT USAGE:		
Volunteers may request accommodations through the Affirmative Action Equal Opportunity for any of the following: <ul style="list-style-type: none"> • Be able to lift/transport up to 50 pounds • Be able to be in a stationary or ambulatory position for an extended period of time • Be able to operate a wheelchair • Be able to use a pager/Vocera 		



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7. TRAINING

- Complete all required healthcare environment compliances
- Complete assignment-specific trainings and/or orientations as required by Program staff
- Training on proper use of PPE (mask, gloves, and goggles) which will be provided by the department


8. APPLICANT INFORMATION

Please complete the following questions:

1.	Will you be a minor under the age of at the start of the assignment?	<input type="checkbox"/> No <input type="checkbox"/> Yes (<i>If yes, please ensure there are parent/guardian signatures below and on the OHSU Visitor & Volunteer Agreements</i>)		
2.	Do you have any other association with OHSU?	Research & Academics Visitor/volunteer <input type="checkbox"/> Past <input type="checkbox"/> Current <input type="checkbox"/> None	OHSU Employee <input type="checkbox"/> Past <input type="checkbox"/> Current <input type="checkbox"/> Other (list)	OHSU Student <input type="checkbox"/> Past <input type="checkbox"/> Current
3.	Are you a foreign national? (i.e. you are not a US citizen, US legal permanent resident, Asylee or Refugee?)	<input type="checkbox"/> No <input type="checkbox"/> Yes		

9. SIGNATURES/APPROVALS:

My signature denotes that this position description is an accurate and correct statement of the essential functions, responsibilities and requirements assigned to this position.

	Type Name	Signature	Date
VOLUNTEER			
PARENT/GUARDIAN (if volunteer is under 18)			
SUPERVISOR	Andi Morana		2/14/24