



## 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.*

<b>Action Requested:</b>	New position <input type="checkbox"/> Revised position <input checked="" type="checkbox"/>	<b>Date completed/revised:</b>	5/1/23
<b>Prepared by:</b>	Andi Morana	<b>Phone:</b>	503-418-5376

<b>1. GENERAL POSITION INFORMATION:</b>	
<b>CLASSIFICATION/TITLE</b> Children's Healing Art Project Volunteer (CHAP)	<b>DEPARTMENT NAME/LOCATION</b> Visitors and Volunteers
<b>VOLUNTEER NAME</b>	<b>VOLUNTEER SUPERVISOR</b> Andi Morana
<b>MISSION GROUP</b> Healthcare	<b>VOLUNTEER CHAMPION/TITLE</b> Jan Crider, Child Life Specialist Barb McDowell, CHAP Sharon Perrins, CHAP
<b>2. POSITION SUMMARY:</b>	
<p><b>Background information about the program/department</b> At Children's Healing Art Project (CHAP), children are known for their creativity and ingenuity, not their disease, diagnosis or disability. Our innovative and inclusive healing arts programs are provided free of charge to children, teens and families affected by pediatric illness, disability or special need. CHAP provides Oregon's only in-and-out of hospital interactive healing arts program for children facing any medical issue.</p> <p><b>Summary of qualifications</b> Volunteers must be at least 18 years of age and is ideal for those interested in public service and healthcare.</p> <p><b>Summary of duties</b> Assists the various CHAP clinic staff to positively impact the stay of hospitalization for children, adolescents and their families by providing emotional support and developmentally appropriate play activities.</p> <p><b>Summary of patient population/types interactions</b> Volunteer will get the opportunity to work with nursing and hospital support staff.</p>	



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3. KEY RESPONSIBILITIES:		
Key Responsibilities & Performance Standards	% Of duties	Essential Function (Yes/No)
<p><b>1. Assist/support patient and families</b></p> <ul style="list-style-type: none"><li>• Organize art supplies and activities on activity cart in manner so to be easily managed and accessed by volunteers</li><li>• Keep cart under supervision at all times</li><li>• Support all patients and families who need volunteer assistance</li><li>• Interact with patients and families and offer a variety of developmentally appropriate activities to patients and their siblings in the outpatient waiting areas</li><li>• Make sure that waiting areas, toys and supplies are clean and organized at the end of shift</li><li>• Recognizes and respects the multi-cultural needs of our patients and families with a non-judgmental and accepting attitude</li><li>• Demonstrate active listening skills and supportive, professional behavior at all times, to patients, families, visitors, and hospital staff</li><li>• Demonstrate excellent customer service and communication skills, and maintains a positive, caring and compassionate attitude in all interactions with hospital staff, volunteers, patients and family</li><li>• Addresses complaints and problems promptly and courteously, involving hospital staff when needed</li><li>• Introduces self as a Volunteer at every patient/visitor/staff interaction</li></ul>	75%	Yes
<p><b>2. Assist with department efficiency and staff needs</b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• Assists with clerical tasks as needed (filing, running errands, answering unit phone etc.)</li><li>• Ensures return of equipment after patient use to designated location</li><li>• Maintains current knowledge of, and complies with hospital and department Policies and Procedures</li><li>• Assists the department's quality by being proactive and seeking ways to improve and/or help with other tasks/projects when appropriate</li><li>• Gives and receives feedback constructively and professionally</li></ul>	25%	Yes



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Key Responsibilities & Performance Standards (Cont.)		% Of Duties	Essential Function (Yes/No)
<b>Assist with department efficiency and staff needs</b> <ul style="list-style-type: none"> <li>Accountable for having the best volunteer experience and communicating to Supervisor if issues arise</li> <li>Independently maintains an organized schedule and solves scheduling conflicts through Volgistics and communicates with Supervisor as soon as possible</li> <li>Acts and communicates professionally at all times during their volunteer experience at Oregon Health and Science University (OHSU)</li> <li>Conduct self in an ethical and legal manner</li> <li>Respects privacy and keeps information about patients and hospital staff strictly confidential</li> <li>Exhibits a strong work ethic with accuracy, attention to detail, and organizational skills</li> <li>Uses the Service Principles (Imagine, Inspire, Engage, and Excel) as a framework for interacting with patients, families, visitors, and hospital staff</li> </ul>			
<b>4. QUALIFICATIONS:</b> As part of the qualification requirements, the following Core Competencies are expected of all OHSU affiliates regardless of their position within the organization.			
<b>Inclusion, Collaboration and Teamwork:</b>	<b>Every person matters.</b> 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.		
<b>Organizational Perspective:</b>	<b>We are all connected.</b> 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.		
<b>Performance Results:</b>	<b>We work hard to make great things happen.</b> 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.		
<b>Personal Effectiveness:</b>	<b>We are strong in character.</b> 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
<b>Education:</b>	•	•
<b>Experience:</b>	<ul style="list-style-type: none"> <li>Experience working with patient populations relevant to this position</li> </ul>	
<b>Job Related Knowledge, Skills and Abilities (Competencies):</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Able to locate fire pull and extinguisher.</li> <li>Adherence to Healthcare Environment Policies and Procedures, including, but not limited to: Confidentiality, Fire, Chemical and Infection Control Policies.</li> <li>Demonstrate adherence to Policies and Procedures as well as related OHSU policies.</li> </ul>	
<b>Compliance:</b>	<ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Respect in the workplace</li> <li>Applicable policies, procedures and agreements related to position, department or OHSU as a whole</li> <li>Clear criminal background check</li> <li>Completed Compass trainings and annual compliance check as assigned by OVV staff</li> <li>Medical Clearance as directed by Occupational Health</li> <li>New Volunteer Orientation</li> <li>New Volunteer Interview</li> <li>OHSU ID Badge</li> <li>Assignment-specific training</li> </ul>	
<b>5. WORKING CONDITIONS:</b>		
<p><b>Commitment requirement:</b> One 3-4 hour shift per week for a minimum of 6 months</p> <p><b>Hours of Operation:</b></p> <p><b>Volunteer Shift(s):</b> varies</p> <p><b>Working conditions:</b></p> <ul style="list-style-type: none"> <li>Able to work independently and as part of team</li> </ul>		
<b>6. PHYSICAL DEMANDS &amp; EQUIPMENT USAGE:</b>		
<p>Volunteers may request accommodations through the Affirmative Action Equal Opportunity for any of the following:</p> <ul style="list-style-type: none"> <li>Be able to lift/transport up to 50 pounds</li> <li>Be able to be in a stationary or ambulatory position for an extended period of time</li> <li>Be able to operate a wheelchair</li> <li>Be able to use a pager/Vocera</li> </ul>		



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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 <b>OHSU Visitor &amp; Volunteer Agreements</b></i> )		
2.	Do you have any other association with OHSU?	Research & Academics Visitor/volunteer  <input type="checkbox"/> Past <input type="checkbox"/> Current	OHSU Employee  <input type="checkbox"/> Past <input type="checkbox"/> Current	OHSU Student  <input type="checkbox"/> Past <input type="checkbox"/> Current
<input type="checkbox"/> None		<input type="checkbox"/> Other (list)		
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
<b>VOLUNTEER</b>			
<b>PARENT/GUARDIAN</b> (if volunteer is under 18)			
<b>SUPERVISOR</b>	Andi Morana		5/1/23