



## 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 ____ Revised position <u>_x_</u>	<b>Date completed/revised:</b>	3/4/22
<b>Prepared by:</b>	Elizabeth Montoya Osborne	<b>Phone:</b>	503-418-5376

### 1. GENERAL POSITION INFORMATION:

<b>CLASSIFICATION/JOB TITLE</b> CCA Volunteer	<b>DEPARTMENT NAME/LOCATION</b> DCH, 9N/9S, 10N/10S
<b>VOLUNTEER NAME</b>	<b>VOLUNTEER SUPERVISOR</b> Elizabeth Montoya Osborne, <a href="mailto:montoyae@ohsu.edu">montoyae@ohsu.edu</a>
<b>MISSION GROUP</b> Healthcare	<b>VOLUNTEER CHAMPION/TITLE</b> Kacy Smerke, Senior Program Manager

### 2. POSITION SUMMARY:

#### Background information about the program/department:

JoyRx Music (formerly MyMusicRx) draws on the universal appeal of music to lift and energize patient's spirits and inspire joy during the stressful and painful experiences related to extended hospitalizations and treatments for life-threatening illness.

#### Summary of qualifications:

Volunteers in this assignment demonstrate interest in public service and healthcare and are at least 18 years old. Volunteers must also be experienced in playing a musical instrument.

#### Summary of duties:

Volunteers encourage a child-directed music experience (e.g. playing, singing, learning, and connecting with others through recreational music, informal song writing, impromptu lessons, and exploring music technology together) within Doernbecher Children's Hospital.

**Summary of patient population/ types of interactions:** Volunteers will interact with patients, families, and staff in Doernbecher Hospital.

### 3. KEY RESPONSIBILITIES:

<b>Key Responsibilities &amp; Performance Standards</b>	<b>% Of Duties</b>	<b>Essential Function (Yes/No)</b>
<b>1. Assist/Support Patient and Families</b> <ul style="list-style-type: none"><li>Provides live music in hospital inpatient rooms, clinics, and other locations</li><li>Demonstrates excellent customer service and communication skills, and maintains a positive, caring and compassionate attitude</li></ul>	100%	Yes



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<p>in all interactions with hospital staff, volunteers, patients and family</p> <ul style="list-style-type: none"> <li>• Addresses complaints and problems promptly and courteously, involving hospital staff when needed</li> <li>• Introduces self as a JoyRx Volunteer at every patient/visitor/staff interaction</li> </ul>		
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#### 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.

<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.

Qualifications	Required	Preferred
<b>Education:</b>	Not applicable	Not applicable
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience working with patient populations relevant to this position</li> <li>• Able to play a music medium of choice at a proficient, level and according to tempo and instrument choice guidelines\</li> </ul>	<ul style="list-style-type: none"> <li>• Has experience volunteering in other hospitals or clinics</li> </ul>



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<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>	Not applicable
<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 as assigned by 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>	Not applicable

### 5. WORKING CONDITIONS:

**Commitment requirement:**

Two 2-hour shifts per month for the minimum of one year.

**Hours of Operation:**

24/7/365

**Volunteer Shift(s):**

Times available in this assignment are to be determined between CCA and the Child Life staff.

**Working conditions:**

- Able to work independently and as part of team.
- When directly working with a patient: masks are required to be worn at all times (gowns and eye protection available upon request). When not directly working with patients, physical distancing of at least 6 ft. is recommended whenever possible.



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### 6. PHYSICAL DEMANDS & EQUIPMENT USAGE:

Volunteers may request accommodations through the Affirmative Action Equal Opportunity for any of the following:

- Volunteer must go through the Healthcare Access Points for COVID-19 screening
- Be able to lift/transport personal musical instrument
- Be able to be in a stationary or ambulatory position for an extended period of time
- Be able to operate a wheelchair

### 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. 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>CCA SUPERVISOR</b>	Kacy Smerke In-Hospital Supervisor <a href="mailto:ksmerke@joyrx.org">ksmerke@joyrx.org</a>		
<b>VOLUNTEER SUPERVISOR</b>	Elizabeth Montoya Osborne <a href="mailto:montoyae@ohsu.edu">montoyae@ohsu.edu</a>		