



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: <input type="checkbox"/> Revised position: <input checked="" type="checkbox"/>	Date completed/revised:	2/28/24
Prepared by:	Andi Morana	Phone:	503-418-5376

1. GENERAL POSITION INFORMATION:	
CLASSIFICATION/TITLE Healthcare Volunteer, Spiritual Care Volunteer	DEPARTMENT NAME/LOCATION Patient Relations
VOLUNTEER NAME	VOLUNTEER SUPERVISOR Basila Basin; Assistant Director of Patient Relations
MISSION GROUP Healthcare	VOLUNTEER CHAMPION

2. POSITION SUMMARY:
Background information about the program/department Spiritual care includes the ministry of presence, active listening, prayer and readings from sacred texts as appropriate to patient's needs and/or expressed desires.
Summary of qualifications Volunteers must be at least 18 years of age and demonstrate interest in public service and healthcare.
Summary of duties Volunteers assist the chaplains' by providing non-medical support in their assigned areas by introducing chaplaincy services and providing caring companionship for patients and families during initial and follow-up visits. Volunteers will be assigned to visit patients of a specific faith group or to visit the general patient census based on Chaplains' approval.
Summary of patient population/types interactions Volunteers will learn skills in establishing greater confidence in supporting individual patient's emotional and spiritual well-being through compassionate listening and patient-based conversation.

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">Establishes a caring compassionate and professional relationship with patients, families and loved ones that fosters a non-anxious and non-judgmental presenceOffers spiritual support for specific faith group or for general visitation of patients and families based upon Chaplains' approval. Spiritual Care Volunteer:	75%	Yes



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<ul style="list-style-type: none"> ○ Retrieves the patient list from the coordinating chaplain office on the 9th floor (room 9C07, the door code for chaplain's office is 8793). ○ Checks in with either the front desk HUC, nurses station charge nurse, or bedside nurse and ask if patient is agreeable to a visit from a Spiritual Care Volunteer ○ Check sthe patient's room door for any signs about specific precautions such as isolation precautions. ○ Always wears appropriate Personal Protective Equipment (PPE), including masks when entering patient rooms. ○ Introduces self as a Volunteer at every patient/visitor/staff interaction ○ Is present and available for patient-based conversation and interaction ○ Refers patients with in-depth needs to Chaplains' ○ Contacts patient's clergy or faith community if requested directly by patient ○ Refrains from proselytizing and/or distribution of religious literature not approved by the Chaplains' ○ Leaves patient list with a chaplain or in the chaplain's office, noting the patients seen and any pertinent notes to pass on to the chaplain • Recognizes and respects the multi-cultural needs of our patients and families with a non-judgmental and accepting attitude • Demonstrates active listening skills and supportive, professional behavior at all times, to patients, families, visitors, and hospital staff • Demonstrates excellent customer service and communication skills, and maintains a positive, caring and compassionate attitude in all interactions with hospital staff, volunteers, patients and family • Addresses complaints and problems promptly and courteously, involving hospital staff when needed 		
<p>2. Assist with department efficiency and staff needs</p> <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 location • Assists the department's quality by being proactive and seeking ways to improve and/or help with other tasks/projects when appropriate • Independently maintains an organized schedule and solves scheduling conflicts: 	25%	Yes



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<ul style="list-style-type: none"> ○ Notifies department a full day prior to visiting campus by using chaplain email (chaplain@ohsu.edu). Even when volunteer has a scheduled volunteer shift time and day. ○ Arrives on campus after 10am, allowing for on-site Chaplain to be done with rounds and available if needed. 		
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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.

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.

Qualifications	Required	Preferred
Education:		
Experience:		



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Job Related Knowledge, Skills and Abilities (Competencies):	<ul style="list-style-type: none"> • Adherence to Professional Appearance Guidelines, including, but not limited to: no fragrances and closed-toe shoes are required. • Able to locate fire pull and extinguisher. • Adherence to OHSU Policies and Procedures, including, but not limited to: Confidentiality, Fire, Chemical and Infection Control Policies. • Demonstrate adherence to OHSU Visitors and Volunteers Policies and Procedures as well as related OHSU policies. 	
Compliance:	<ul style="list-style-type: none"> • Applicable policies, procedures and agreements related to position, department or OHSU as a whole including, but not limited to the OHSU Code of Conduct. • Clear criminal background check • Completed Compass trainings as assigned • Medical Clearance as directed by Occupational Health • OHSU ID Badge • Assignment-specific training • Workers' compensation insurance is not provided for Visitors and Volunteers of OHSU. Visitors and Volunteers should have personal health insurance. 	

5. VOLUNTEER CONDITIONS:

Commitment requirement:

Volunteer must to commit to at least 40 hours of volunteer service

Hours of Operation:

24/7/365

Volunteer Shift(s):

Monday- Friday, 10am to 5pm

Volunteer Conditions:

Must be able to work independently and with a team



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6. PHYSICAL DEMANDS & EQUIPMENT USAGE:

Be able to be in a stationary or ambulatory position for an extended period of time

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	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
VOLUNTEER			
SUPERVISOR	Basila Basin		