

Cancer Center Infusions Opportunity Description

PURPOSE: To assist patients & their companions while they are receiving necessary infusions.

DAYS/HOURS: Monday-Friday 8A-4P

NUMBER OF VOLUNTEERS: One volunteer per 4-hour shift

VOLUNTEER RESPONSIBILITIES:

- To be courteous, cooperative, and considerate when dealing with patients, visitors, and UConn Health Staff.
- To hold in strict confidence any information, observed, overheard, or surmised regarding a patient, a diagnosis, or a member of the hospital staff.
- To be patient & sensitive to divergent cultures, religions, ethnicities, and persons with disabilities.
- To perform only those tasks within the scope of volunteer duties
- To be punctual and attentive in performing duties
- To be compliant with the department specific standard operating procedures
- To be compliant with all UConn Health trainings & competencies

DUTIES/DAILY PROCEDURES:

1. Provide an empathetic ear, updates on logistical progress, resolve non-medical concerns and problem solve on the patient and caregivers behalf.
2. Provide directions to pertinent areas of the hospital or clinic.
3. Alert the Chaplain when family or visitors are requesting support.
4. Greet patients who are entering the unit or passing in the hallways
5. Provide drinks or snacks as appropriate and approved by the clinical staff to patients
6. Assist preparing patient bays and stretchers
7. Retrieve blankets or other items as requested and appropriate by patients.
8. Escorting patients out to their approved transportation after approved discharge from the nurse
9. Administrative duties as assigned i.e.. refilling printer, filing paperwork, etc

MINIMUM REQUIREMENT

- Ability to carry out written and oral instructions
- Strong interpersonal, communication and customer service skills
- Ability to maintain professional demeanor with patients, visitors and staff in high-stress situations
- Must be able to push adults in a wheelchair
- Stand and sit for periods of time
- Walk long distances

SUPERVISION: While on duty, receives direction from the Charge Nurse or their assigned delegate.