

<b>Position Title:</b>	Cancer Center Volunteer
<b>Location:</b>	Downtown Cancer Center
<b>Reports To:</b>	OVP Staff
<b>Schedule:</b>	
<b>Physical Demands:</b>	See Attached
<b>Uniform:</b>	Badge, choice of official OVP issued uniforms
<b>Purpose:</b>	
To provide a welcoming presence, compassion, comfort and access to resources for patients and their loved ones receiving cancer treatment.	
<b>Qualifications:</b>	
<ul style="list-style-type: none"> <li>· Understanding of and ability to maintain patient confidentiality</li> <li>· Committed to the Mission of Upstate University Hospital</li> <li>· Sensitivity and respect for the diversity of the people we serve</li> <li>· Conduct oneself in a mature and responsible manner</li> <li>· Positive and approachable attitude</li> <li>· Good communications skills</li> <li>· Able to communicate clearly in English; bilingual skills are helpful</li> <li>· Understanding and ability to use good customer service skills</li> <li>· Understand scope and limitations of the volunteer role assigned</li> <li>· Adhere to the Volunteer Code of Conduct</li> <li>· Adhere to the Volunteer Dress Code expectations</li> <li>· Honor the commitment you have made to your role</li> </ul>	
<b>Role Specific Qualifications:</b>	
<ul style="list-style-type: none"> <li>· Former cancer patient or caregiver of a cancer patient preferred – must be one year out from end of treatment</li> <li>· Ability to provide information on services offered through the Cancer Center and various cancer related organizations and guide patients to services that meet their situation (training provided)</li> <li>· Comfortable engaging patients and families in conversations regarding their care and needs; must be able to communicate clearly in English.</li> <li>· Coordinate with area managers and charge nurses for priority tasks and/or new patient visits</li> <li>· Physical ability to operate wheelchair and Comfort Cart (similar to a tool cart) safely</li> <li>· Comfortable operating and instructing operation of digital tablet (e.g. Kindle e-reader)</li> </ul>	
<b>Training:</b>	
<ul style="list-style-type: none"> <li>· Completion of New Volunteer Orientation through OVP</li> <li>· Maintaining compliance with annual and any additional, mandatory trainings</li> <li>· Completion of Department specific orientation</li> <li>· Vocera Training</li> <li>· Comfort Cart orientation and shadowing including inpatient</li> <li>· American Cancer Society Cancer (ACS) Resource Volunteer (CRV) training and shadowing</li> </ul>	
<b>Duties:</b>	
<ul style="list-style-type: none"> <li>· Assisting with the comfort of Cancer Center patients and families while waiting for appointments including but not limited to assistance with refreshment stations, access to blankets/pillows/wheelchairs, directions/assistance to restrooms, and access to reading</li> </ul>	

Created: 8/14

Revised: 9/15, 8/18

<p>materials/televisions/alternate waiting areas/items on the Comfort Cart</p> <ul style="list-style-type: none"> <li>· Orientating patients and families to the Cancer Center Services and Amenities Brochure</li> <li>· Orientating patients and families to Cancer Center Resources including the Healing Garden, Resource Center, Mediation Room, Café, Music Performances, Valet Parking, and various events</li> <li>· Assist with patient transport from waiting area to appointment when needed; assist with arranging patient transport with Ambassadors when needed</li> <li>· Assist with patient navigation of Upstate Hospital and Cancer Center including ID badge requirements and ID badge station locations</li> <li>· Comfort Cart offering to inpatient areas (10E)</li> <li>· Assist patients with MyChart registration and access</li> <li>· Help patients and family members complete ACS CRV Referral Forms – volunteer will seek out department representatives to get daily lists of new patients</li> <li>· Coordinate with MedOnc staff on patients in exam rooms and offer support for patients with excessive wait times</li> <li>· Staff clerical assistance examples: creating new patient folders, stocking waiting room and exam rooms with materials, mailings, running labs, maintain coffee and water supply in waiting areas, straighten waiting areas, etc.</li> <li>· Nutrition station assistance for patients in infusion and stocking in infusion areas</li> </ul>
<p><b>Restrictions:</b></p>
<ul style="list-style-type: none"> <li>· Former cancer patient or caregiver of a cancer patient preferred – must be one year out from end of treatment</li> <li>· Will not share opinion of physicians and or treatments being provided</li> </ul>

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

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Volunteer Signature

Date

OVP Staff Signature

Date