

Title: Women and Children Services Volunteer

Area: OB Business Center

Purpose: To assist in directing people on the Mother/Baby Floor.
 To provide additional security for mothers and their children.
 To support the Mother/Baby, Labor and Delivery, NICU and OB Business Center through the performance of regular, routine tasks.

Experience: Must be able to operate the phone system provided.
 Must be comfortable operating a personal computer.
 Important to have or develop a working knowledge of the hospital layout.

Skills: Effective communication skills.
 Ability to perform routine tasks with frequent interruptions with a high degree of precision.

Training: Volunteers will be trained on the operation of the phone system.
 Volunteers will be trained on how to use the computer to determine a patient's location within the hospital.
 Volunteers will be given a tour of the hospital.
 Volunteers will be trained to perform routine support tasks.
 Volunteers will be trained on their role in the event of a Code Pink.

Schedule: The shifts are 8AM – Noon, Noon – 4PM, and 4PM – 8AM Monday through Saturday.

Primary Duties and Responsibilities:

- Check in and direct visitors to Mother/Baby, Labor & Delivery, NICU, and APU.
- Inform visitors of the visitation process for Mother/Baby, Labor & Delivery, NICU and APU.
- Direct visitors to their intended location within the maternity area.
- Provide directions and other assistance to lost visitors and patients.
- Assist the OB Business Center in putting together pre-admission packets to be mailed.
- Put together admission packets for Labor and Deliver, NICU, and APU.
- Assist in the notification and identification process in the event of a Code Pink.
- Assist in preparing letters for patients as delegated
- Put together nutrition packets for Mother/Baby.
- Call patients as follow-up customer service.
- Assist with occasional projects with perinatal loss coordinator and lactation educators.

Volunteer Signature

Date

Director, Volunteer Services

Date