



Keeping families close®

RMHH inside Texas Children's Hospital: House Volunteer

SCHEDULE:

This position requires a minimum of two three-hour shifts per month for a minimum of six months OR a minimum of one three-hour shift per week for a minimum of three months. Shifts are available seven days per week between 9:00am – 9:00pm. Volunteer's exact schedule will be determined during placement process.

PURPOSE:

- To directly serve both families and patients by providing compassionate support and maintaining the Family Rooms. These volunteers serve families who have children in the Oncology & Hematology Inpatient Unit, Oncology/Hematology Outpatient Clinic, Cardiovascular Intensive Care Unit, Pediatric Intensive Care Unit, and Women's Pavilion Neonatal Intensive Care Unit.

SUPERVISOR:

Jenny Stow, Hospital Program Coordinator

DUTIES AND RESPONSIBILITIES:

- Report to all scheduled shifts in a timely and reliable manner keeping supervisor informed of any unforeseen conflicts.
- Uphold the policies of the House and Texas Children's Hospital.
- Keep House areas and equipment neat and clean.
- Provide warm, friendly atmosphere for guests.
- Answer telephones/direct calls/take messages.
- Register, provide orientation, and give tours to first time guests in House.
- Instruct families of the House policies and enforce when needed.
- Prepare rooms for overnight guests/nappers.
- Notify families of any activities planned for the House.
- Utilize Checklist to perform duties such as making coffee and stocking supplies
- Comfort and listen to families and patients.
- Assist visitors in finding an activity, snack, or beverage.
- Siblings and child relatives of patients are occasionally in the House. When present, encourage children to play a game or read a book. Assist children with age appropriate activities as permitted by parent.
- Tell families about library, food courts, and other services provided by hospital.
- Sort donations and organize storage areas if needed.

QUALIFICATIONS AND REQUIREMENTS:

- Ability to communicate compassionately with patients/families on a one-on-one basis
- Ability to interact comfortably with patients who may be very ill
- Ability to interact gracefully with families whose children may be critically ill
- Ability to relate to families and children of various ages and cultural backgrounds
- Ability to comply with Hospital policies
- Ability to walk long distances, lift and carry items



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- Someone with a pleasant personality and an empathetic and caring nature who is genuinely interested in making a patient's stay more comfortable and easier
- Someone who is outgoing, a good communicator, listener, and detail oriented. The position requires a volunteer who demonstrates good judgment, flexibility and dependability

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the volunteer is regularly required to walk distances, sit and stand, exhibit hand/finger dexterity, see, talk and hear.
- The volunteer may be required to lift up to 25 pounds.
- The volunteer will be required to walk long distances in a hospital setting (could be up to 4 miles if serving all family rooms).
- The vision requirements include close, distance, peripheral, and depth perception.

EDUCATIONAL BENEFITS:

- Experience working directly with patients and families in a Texas Medical Center hospital setting
- Experience interacting compassionately with families in healthcare crisis
- Learn and practice empathetic listening skills
- Increase familiarity with hospitals and hospital staff roles
- Participate in inventory management
- Learn and practice food safety guidelines for settings with immune-compromised patients
- Letter of Recommendation and Volunteer Hour record available upon successful completion of minimum time commitment

REQUIREMENTS:

- Age requirement to apply- 18 years old and up.

If accepted into the volunteer program, Volunteer would need to complete these requirements:

- \$15 Volunteer Application fee (\$10 for current college students)
- Successful completion of background check
- Health Clearance (Instructions will be given upon acceptance into program)
- Provide proof of immunization for the following:
 - Tetanus/Diphtheria/Pertussis (Tdap)
 - Measles (Rubeola): Applies only to those born after December 31, 1956.
 - Rubella
 - Tuberculosis: TB skin test within the past 12 months. (If previous positive TB Skin Test; proof of positive TB test and a chest x-ray are required) If needed, this will be provided by RMH Houston
 - Varicella

APPLICATION SUBMISSION:

- Individual Volunteer Application completed through <https://rmhhouston.org/individual-volunteer-program-application-instructions/>

After reviewing your completed application, our staff will contact you to discuss next steps.