Ground Floor Information Desk Volunteer
Position Description
Information Center volunteers are located on the ground floor of the Hospital, and provide customer service to all patients, visitors and staff. Responsibilities include greeting and assisting all visitors and patients in a helpful and courteous manner; providing directions and information; escorting of patients to desired locations throughout the hospital (including wheelchair transport) and rounding up of wheelchairs.
Qualifications:
• Excellent customer service skills. Must be enthusiastic, friendly, dependable, and flexible.
• Must enjoy interacting with the public and be able to communicate effectively with people of all ages and backgrounds.
• Must be able to read, write, understand and speak English fluently.
• Must be physically fit and able to push/pull a wheelchair unassisted.
• Applicants should be adults 18 years of age or older who are interested in providing customer service to our visitors and guests.
• Weekly, consistent attendance is a priority. A time commitment of 8 months/128 hours* with at least one four-hour shift per week is required.
• Shift Times
Shifts available: Monday thru Friday mornings 6am-10am

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<tr>
<th>Weekday/Shift Time</th>
<th>Monday</th>
<th>Tuesday</th>
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<tbody>
<tr>
<td>6am- 10am</td>
<td>Available</td>
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<tr>
<td>10am- 2pm</td>
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Department-based positions include:

1. Out-patient Therapy Volunteer
Position Description
In addition to observing Therapists, Therapy volunteers will also provide assistance with non-clinical program duties as needed. These include: Assisting with transport of patients, disinfecting and cleaning of equipment, visiting with patients, stocking/restocking of supplies and linen, database management and other clerical duties as needed.
Qualifications:
• Exceptional customer service skills: must be enthusiastic, friendly, dependable, and flexible.
• Must be fluent in reading, writing, and speaking English.
• Ability to work as part of a team. Must be friendly, dependable, and flexible.
• Must be physically fit; requires standing, walking, bending and stretching on a consistent basis. Ability to push/pull an occupied wheelchair.
• Applicants should be at least 19 years of age and interested in learning about Outpatient Therapy. Preference will be given to those who are already enrolled or planning to enroll in a local University’s Therapy Program.
• A time commitment of 6 months/96 hours with at least one four-hour shift per week required.
• Shift Times
Shifts available: Tuesday and Thursday mornings 8am-noon; Monday, Tuesday, Wednesday afternoons 1-5pm

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<td>8am- noon</td>
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<td>1- 5pm</td>
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2. **Pulmonary Rehab Volunteer**

Position Description

In addition to observing Pulmonary Rehab (PR) Therapists, PR volunteers will also provide assistance with non-clinical duties as needed. These include: transporting patients in wheelchairs, disinfecting and cleaning equipment, phone reception, database management and general clerical assistance.

**Qualifications:**

- Exceptional customer service skills: must be enthusiastic, friendly, dependable, and **flexible**.
- Must be fluent in reading, writing, and speaking English.
- Ability to work independently and solve problems or contact a staff person when appropriate; ability to follow directions from supervisor when emergency arises.
- Must be physically fit; requires standing, walking, bending and stretching on a consistent basis. Ability to push/pull an occupied wheelchair.
- Medium level computer skills with Microsoft Office Suite.
- Applicants should be at least **19 years** of age and interested in learning about the Pulmonary or Cardiac Rehab health care environment. Preference will be given to those who are already enrolled or planning to enroll in a local University’s Pulmonary Rehab program.
- A time commitment of 6 months/96 hours with at least one three to four-hour shift per week required.

**Shift Times**

Shifts available: Tuesday, Wednesdays, Friday mornings 8:30am-12:30pm; Monday, Wednesdays, Friday afternoons 12:30-4:30pm.

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<td>12:30pm-4:30pm</td>
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3. **Cardiac Rehab Volunteer**

Position Description

In addition to observing Cardiac Rehab (CR) Therapists, CR volunteers will also provide assistance with non-clinical duties as needed. These include: transporting patients in wheelchairs, disinfecting and cleaning equipment, phone reception, database management and general clerical assistance.

**Qualifications:**

- Exceptional customer service skills: must be enthusiastic, friendly, dependable, and **flexible**.
- Must be fluent in reading, writing, and speaking English.
- Ability to work independently and solve problems or contact a staff person when appropriate; ability to follow directions from supervisor when emergency arises.
- Must be physically fit; requires standing, walking, bending and stretching on a consistent basis. Ability to push/pull an occupied wheelchair.
- Applicants should be at least **19 years** of age and interested in learning about the Cardiac Rehab health care environment. Preference will be given to those who are already enrolled or planning to enroll in a local University’s Cardiac Rehab program.
- A time commitment of 6 months/96 hours with at least one three to four-hour shift per week required.

**Shift Times**

Shift times available: Monday thru Thursday afternoons 11am-3pm.

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<td>12:30pm-4:30pm</td>
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4. Front Desk Laboratory Volunteer

Position Description
Under the direction of the Head Phlebotomist, front desk laboratory volunteer responsibilities include: Greeting visitors and patients and providing appropriate information and/or directions; maintaining organization of waiting room and front desk area; answering phones, transferring calls, taking messages; messenger runs; transporting specimens and clerical assistance as needed.

Qualifications:
- Exceptional customer service skills; should be enthusiastic, friendly, dependable, and *flexible*.
- Must be able to read, write, understand and speak English fluently.
- Ability to handle several tasks/customers at one time.
- Must be physically fit; able to stand for four hours and transport supplies.
- Applicants should be adults *18 years of age* or older who are interested in working in a health care environment or professional laboratory setting.
- **Weekly, consistent attendance is a priority.** A time commitment of 6 months/96 hours with at least one four-hour shift per week is required.

Shifts available: Tuesday, Wednesdays, Thursday mornings 8am-noon; Monday, Wednesdays, Thursday Friday noon-4pm; Monday thru Thursday 4-8pm.

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<td>4pm-8pm</td>
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Please note:
- Applying to the volunteer program does not automatically guarantee acceptance/placement into the program.
- Volunteer service at Rush Oak Park Hospital is not intended or guaranteed in any way to lead to paid employment.