

MMSC VOLUNTEER DEPARTMENT

Enrich your life!

Share your experience and become a part of the Everyday Champions making a difference! There are many opportunities available. While helping others, you will make new friends, learn new things, have a choice of assignments and have fun.

Discover how you can enrich your life!

MISSION

Volunteer Service is dedicated to provide and maintain an efficient and well-trained and caring volunteer staff, which offers an extra dimension of care and service to patients, empathy for families, visitor's hospital staff and the community

GOALS

- To assist in supplementing the basic essential services to help the hospital meet its needs in providing cost effective, quality patient care.
- To be an educational opportunity for all.
- To offer an opportunity for growth.
- To be a part of the Marshalltown Medical & Surgical Center's total community service.
- To supplement, compliment, and enhance services provided for the patient's comfort.

Requirements

- Complete application
- Health screen, which test tuberculosis and immunization records.
- Criminal background check
- Orientation to MMSC and completed compliance paperwork
- Commitment of 40 hours and at least four months of service
- Departmental training
- Uniform and dress standards

SCOPE OF SERVICE

Surgical Escort

Volunteers assist Admitting by escorting patients to their rooms for in-patient and out patient surgeries. (Requires a two-hr. shift between 6 am – 8 am (weekdays))

Surgical Waiting Room

Volunteers serve as a resource for family members waiting to be seen by a physician in the Family Room. (Requires 4 hr. shift between 7 am – 3 pm)

Medical Surgical Unit Volunteer

The Unit Volunteers: greet patients and guests, assist unit secretary, notify staff of patient needs. (Requires 4 or 3 hr. shift between 8:30 – 3:30)

Auxiliary Gift & Coffee Shop

Volunteers offer their hospitality by serving food and beverages, operate cash register, assist with sales of gift items, notions and candy customers with gift purchases. (Requires any four hr. shift between 9am-4pm (weekdays))

Greeter Escort:

Volunteers give information, direction, and assistance to patients, visitors, and hospital staff. Greeter Escorts also help Admitting by escorting patients to their rooms for in-patient and out patient surgeries. Deliver labs from the Marshalltown Medical Clinic to the MMSC laboratory. Requires 4 hr shift between 8 am – 4 pm (weekdays)

Volunteer Drivers

Volunteers transport patients referred by the Marshalltown Community School District, who do not have their own transportation. Patients are taken to and from the University of Iowa Hospitals and Clinics and Des Moines Hospitals for appointments. Volunteers use the hospital van and are covered under the MMSC liability insurance. (Requires an all day commitment when scheduled.)

Clerical Support:

For those who would like to volunteer in non-patient areas, there are administrative/business departments who need help with data entry, various computer work, filing, photocopying, answering telephones and running errands, general office duties. (Requires at least one two to four-hr. shift between 9 am to 5 pm (weekdays))

Tele-Friends/Flower Delivery

Volunteers deliver mail and flowers to patients, and make calls for the MMSC Tele-Friends Program. (Scheduled 9:00-12:00 weekdays)

Lifeline

Volunteers help with the installation and demonstration of telephone equipment and make phone calls for equipment checks. (Requirement: Trained by Lifeline Coordinator and scheduled as needed)

Senior Health Insurance Information Program

S.H.I.I.P. volunteers will give information to help clients understand Medicare benefits and rights. They will assess insurance needs so clients can make informed decisions about health insurance. The volunteers will compare and evaluate Medicare supplemental and long-term care insurance policies. They will organize medical bill, Medicare statements and file claims and will find assistance from other agencies, including Medicaid when it is appropriate. Volunteers will not recommend policies, companies, or insurance agents. (Requirement: 40-hr. training with SHIIP. Application available at the MMSC volunteer office for SHIIP training)

Teen Volunteers

Young people combine volunteer work with career exploration and help throughout the hospital. Applications are available at the student's school counseling office or on the MMSC website www.everydaychampions.com Teens between the ages of 14-19 are eligible to volunteer. (Requirement: minimum 4 hr. per week summer program)

Spiritual Care Visitor Service

The MMSC Spiritual Care Program offers educated and trained volunteers to provide spiritual care support. (Requirement: 16 hr. training and 4 hr per month)

- Spiritual Care Visitors to assess spiritual needs, to provide resources and to contact local faith communities and or church upon request. Hours are from 10:00 a.m. until 2:00 p.m. weekdays and 1:30 until 3:30 on weekends.

Pet Therapy

Therapy pets must pass a pet therapy exam where pets are trained to be calm, gentle and well mannered, especially in a hospital setting. Owners of the pet must have proof that the pet's immunizations are current and should bath, brush and visually inspect their pet before bringing them to the hospital. The pet therapy exam focuses on how the animal interacts with others, their sensitivity to sounds, manners, reactions to unexpected events and response to unusual equipment found within the hospital. This assessment helps determine if an animal is a candidate for pet therapy. (Please contact volunteer office for further information)

Skilled Care Unit

Help unit secretary, run errands and stock nurse servers, notify nursing of patient needs, read to patients, play checkers, or cards with patients. (Requires at least a two to four-hour shift between 9 am to 4 pm).

Job Shadow

Marshalltown Medical and Surgical Center will offer opportunities for job shadow participants exploring careers health care profession.

1. The shadow experience will be scheduled through the Volunteer Service Department.
2. Prior to job shadowing, participants will receive the job shadowing guidelines, job shadow questions and must meet confidentiality requirements.

Wheel Care

Volunteers clean and repair all wheelchairs in the hospital, keep an inventory of wheelchairs, and order parts volunteer service department as needed. (Requires at least One two to four hr. shift between 9 am and 5 pm weekdays).

After you submit your application, you will be contacted for an interview with the Director of Volunteer Services. During the interview, available opportunities and placement in an area of interest to you will be discussed. Please apply on-line or call us at 641-754-5093