



**Position:** Oncology Patient Support Program Ambassador  
**Revised:** September 2021  
**Reports to:** Director, Volunteer Services  
**Approved by:**

### **Summary of Position**

Care Ambassadors are volunteers who are carefully chosen for their dedication to help others and to assist the nursing staff with various duties. Volunteers will be working in conjunction with the nursing staff, providing support duties, with the goal of improving the patient experience.

### **Time Commitment**

Volunteer shifts vary depending on the unit with up to three shifts per day: 8am-12pm, 12pm-4pm and 4pm-8pm.

### **Training and Supervision**

Volunteers assigned to a Care Ambassador role will report to the Charge Nurse or other unit designee

### **Uniform**

Volunteers assigned to this role will wear the standard volunteer uniform (turquoise top and black or white pants). He/she will present a neat appearance. The volunteer's photo ID badge should be worn above the waist.

### **Duties**

- Report to the charge nurse at the beginning of the shift to receive oncology patient support room rounding assignments. Assignments are based upon the needs of the unit and will vary according to patient needs.
- Introduce yourself as a hospital volunteer and round on patients, asking key questions such as "is there anything you need?", "do you have any questions for your nurse?" Please direct requests to the nurse assigned to the patient or the PCT/MST.
- Assist with rounding on patients for the support of the fall prevention program for the unit. Report potential risks for falls, such as equipment obstructing patient rooms, etc. Volunteers should keep in mind that they will work with patients in a strictly non-medical manner.
- Be a friendly visitor to patients who are lonely or need a little extra attention.
- Help patients prepare for meal tray arrival. Be sure that the over-the-bed table is clear for receiving the meal tray. Offer hand sanitizer to patients before meals. In addition, follow behind the food server to ensure the patient is able to set up food tray and patient food requests have been satisfied. Help clear meal trays after meals, as needed.
- Round on family members in the family lounge. Provide basic information and answer questions as needed. Offer refreshments as available.
- Support the "quiet time" initiative of the unit, educating patients and family members how the unit supports healing through quiet initiatives.
- Tidy patient's rooms, nutrition rooms, hallways (no beds, trash, etc.)
- Restock patient rooms with supplies and replenish rubber gloves in each patient room. Each room should have one box of each glove size (S, M, and L). Glove supply is in clean utility storage
- Refill water pitchers with approval of nurse (be sure patient is not on liquid restrictions or NPO by looking on patient's white board).
- Help respond to patient call lights—you may assist with general non-clinical tasks such as replacing heart monitor batteries. Ask the patient how you can help. Many requests are not

clinical such as “please help me find my call light” or “I dropped my book on the floor” or “please tell me how to work the phone”. Requests that are patient care centered: “I need to go to the bathroom”, or “I need pain medications”, should be directed to the nurse or PCT caring for the patient.

- As requested, sit at nurse’s station to greet visitors and answer basic questions
- Help keep hallways clear of equipment
- Assemble welcome kits and/or discharge folders for patients as needed.
- Run errands for the nursing staff as requested.
- Check expiration dates on food items in kitchens dispose of outdated items and inform the charge nurse

### **NICHE Responsibilities:**

- Report to Geriatric Certified Nurse to receive list of patients designated as NICHE patients
- Understand which of the following is appropriate for visiting the patient:
  - Friendly visiting, including active listening

### **Requirements**

- Must be a good listener and willing to be in the moment when visiting patients.
- Excellent interpersonal and verbal communication skills.
- Must be helpful and courteous to all people, at all times.
- Must have the ability to remain calm under all pressure.
- Must be reliable, and able to maintain his/her commitment.
- Must keep in complete confidence all hospital-related information learned while serving.
- Must be a team player and willing to interact with others.
- Must be supportive of established policies, procedures and guidelines.
- Meets and follows all other requirements of the Sarasota Memorial Hospital
- Must adhere to dress code with ID badge displayed above the waist at all times.
- Must refrain from eating, chewing gum, completing homework and using electronic devices.

### **Skills**

- Extensive walking
- Good communication skills
- Friendly, kind and polite
- Good organizational abilities and flexibility in performing tasks.
- Good visual skills to utilize lists and log sheets
- Good verbal skills to communicate with staff and patients
- Good hearing skills to communicate with staff and patients
- Able to take direction from staff- be a team player

### **Volunteer Benefits**

- Exposure to a healthcare setting.
- Opportunity to attend workshops and seminars that will expand knowledge and skills.
- Creative and productive use of free time.
- Opportunity to meet and interact with professionals and others who share the same interests.
- Increased self-esteem as a result of helping others.
- Reference source for future endeavors.

### **Physical Demands**


This position may require but is not limited to long periods of sitting, standing and walking far distances.

### **Hazards**

Exposure to potentially infectious diseases.

### **Confidentiality**

Confidentiality is both a legal and a moral obligation in the healthcare industry. Any breach of patient confidentiality may result in immediate termination of the volunteer.



**Volunteer Agreement**

I understand my responsibilities as Care Ambassador for 8 Courtyard Tower and will fulfill them to the best of my ability. Further, I understand that it is my responsibility to ask questions on matters which I do not fully understand.

Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_