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## Volunteer Role Descriptions

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*R = Remote or remote optional*

*C = Clerical (little to no patient interaction)*

*Please note- we do not have openings for all roles.*

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### **Agress Summer Health Corps Program**

The Agress Summer Health Corps Program is an educational hands-on program for high school students ages 15 through 17. The six weeks program is in session Monday through Thursday, 9 a.m. - 2 p.m. Through this program teens can explore health care careers while gaining experience in a hospital setting. Applications open in December and close in January.



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### **Antepartum/Postpartum Volunteer**

Volunteers assist with stocking rooms, creating baby bags and NICU kits, creating patient packets, and delivering items to patients who are pre- or post-delivery of their babies. Patient interaction is minimal but volunteers get exposed to maternity unit operations. 7 days/week.



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### **Bowdoin St. Clinic Food Pantry Volunteer**

Volunteers help offload bags of groceries, and boxes of fruits and vegetables, set up packages in a designated space at the health center, and assist recipients with groceries. (Spanish, Portuguese, and/or Cape Verdean Creole speaking volunteers esp. needed.) Weekdays only before 5.



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### **Brain Builders Volunteer**

Volunteers provide socially, emotionally and cognitively enriching environments for patients with traumatic brain injury (TBI) and other neurological conditions, including stroke, dementia, aneurysm, Parkinson's and neurosurgery. This program is in high demand and openings are rare.



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### **Eucharistic Ministers**

Volunteers serve as Extraordinary Ministers of Holy Communion. This role is open to people who are active members of a Roman Catholic parish. Visits may involve connecting compassionately and praying with patients. Training is provided by one's parish and the Spiritual Care Department.



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### **Food Services Volunteer**

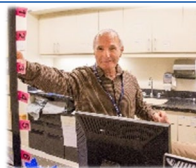
Volunteers assist with various tasks in the food services department, including preparing trays, packaging food and utensils, rounding on patients and capturing patient experience feedback. Wonderful opportunity to learn about food services, nutritional health, hospitality, and quality improvement. 7 days/week 9 AM – 8 PM; priority times are M, F, Sat and Sun from 9 AM – 12 PM and 1 PM – 5 PM).



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### **GI Unit Volunteer**

Volunteers assist with patient check in, patient escort and transport, delivering items to patients, and clerical duties. This opportunity offers a blend of patient interaction and clerical experience. Weekdays only.



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### Healing Hands - Hand Massage Volunteer

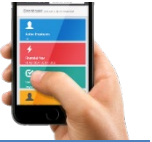
Volunteers visit patients and staff members on different floors to give a gentle hand massage in 10-15minute sessions. Hand massage has been shown to lower anxiety and discomfort and improve the patient experience. This opportunity offers patient interaction and provides hand massage training/shadowing by a current hand massage volunteer.



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### R Mental Health App - Evaluator

Using an algorithm, volunteers evaluate mental health apps, help maintain the database, and have the opportunity to teach patients at BIDMC and those on the psychiatry inpatient unit about mental health apps. Hybrid or remote.



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### R Mental Health App - Digital Clinic Navigator

Volunteers assist patients who are receiving smartphone-based mental health support through the Digital Clinic of the Psychiatry Department with: downloading and using the app, troubleshooting, and answering questions. Volunteer may also assist with patient recruitment. 5-hr commitment/week.



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### Music Volunteer

The Volunteer Musician Program is designed to offer quality live instrumental music that supports a relaxing, pleasing, and personal experience for patients, families, and staff. Musicians play in lobbies.



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### C Nuclear Medicine Volunteer

Volunteers assist with clerical tasks such as pulling charts, pulling orders, making copies, and mailing letters, to help ensure that staff members have complete, well organized information in preparation for the patient visit. This is a primarily clerical role but volunteers may be asked to assist with patient transport. 2 – 4 hour shifts between 8:30 and 4 on Tues, Wed or Thurs.



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### C Off Site Clinic Volunteer

Volunteers will greet patients, assist them with check-in, and escort them to clinical areas, as well as ensure that the waiting areas are tidy. Volunteers will actively assess and respond to the needs of patients, visitors and staff. Volunteers may also assist with administrative duties such as mailing, copying, faxing, and assisting with check-in. \*The two locations are either Chestnut Hill or Lexington.



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### OR Volunteer

Volunteers will help escort people from Pre-op to PACU or from OR to floor. They will also pick up items in lobby, help with wiping down beds. Additional work are stock carts, make beds, make patient packets, escort patients to their rides, and collect patient belongings to return to patients. Weekdays only before 6 PM.



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### PACU Volunteer

Volunteers assist staff in post-operative care unit to deliver food and drinks to patients, stock carts, make beds, make patient packets, escort patients to their rides, and collect patient belongings to return to patients. Weekday mornings, afternoons or evenings.



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### Patient Companion

Volunteers keep patients company, talk with them, play music, play games, or anything to pass the time. Volunteers interact with patients in patients' hospital rooms. Volunteers provide socially, emotionally and cognitively enriching activities and conversation for patients who are lonely, lack family visitors, and/or are long-stay patients.



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**Patient Experience Volunteer**

Volunteers take a cart to inpatient units and offer patients and family members reading material, puzzle books, reading glasses, cards, chargers, and other items to enhance their experience at BIDMC. Volunteers may also spend time with patients who can benefit from a friendly visitor. Afternoons and evenings, before 8 PM  
Can be done in pairs if 2 people wish to volunteer together.



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**Pharmacy Volunteer**

Volunteers assist with inventory, logging of refrigerator temperatures, checking dates, and helping maintain clean and organized pharmacy shelving and work areas. Ideal for a student interested in a pharmacy career. Weekdays only, 3-4 hours before 6 PM.



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**R Pillow Makers and Knitters**

Volunteers are needed to sew heart-shaped comfort pillows used by breast cancer patients recovering from surgery, as well as small hearts or sachets to be given out by volunteers who visit with patients. We also need volunteers to knit comfort shawls, which are given to patients to help provide comfort and compassion.



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**C Radiation Oncology Volunteer (Clerical)**

Volunteers mainly assist with clerical tasks such as mailings and scanning patient records. Occasionally, volunteers may assist with deliveries, patient transport, and helping patients with directions, but there may not be patient interaction on every shift. Weekdays only, 3-4 hours between 9 AM and 3 PM.



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**Reiki Volunteer**

Trained Reiki volunteers provide Reiki sessions to patients throughout the hospital to patients and staff members, giving them with a few quiet moments to refocus and relax. Volunteers must have 6 months experience providing Reiki. Tues – Fri in the afternoons or evenings.



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**Simulated Family Member**

Volunteers assist with education of medical residents who are learning about communicating with families of critically ill patients. Volunteers will participate in a role play with interns which will simulate family meetings. Volunteers may be asked to provide feedback about how the conversation felt. 8 AM – 9 AM on Wednesdays, 2-3 times a month.



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**Concierge / Surgical Liaison Volunteers**

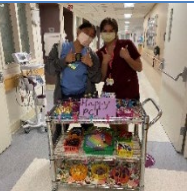
Concierges provide a warm and caring presence for the waiting families of patients undergoing surgery. They provide updated information about the process, alert physicians who need to communicate with the families, and maintain communication between the surgical recovery unit staff and the families. Weekdays only between 8 AM and 3 PM.



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**Take 5 Cart**

Volunteers take a cart filled with snacks, treats, self-care items, and stress toys to inpatient and outpatient units as well as clerical and service areas. The Take 5 cart improves staff morale and encourages employees to take 5 minutes out of their day to enjoy the variety of items on the cart. \*must be a BIDMC employee



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**Ultrasound Volunteer**

Volunteers greet and escort patients to and from reception/waiting area to the US exam rooms. Assist with exam room turnover, cleaning and preparing exam room for next patients. Help with stocking of exam room supplies. Support front desk team with answering telephone when technologists are busy with patients. Weekdays only, 9 AM – 12 PM or 1 PM – 4 PM.

