Volunteers at Good Samaritan Medical Center

Our volunteers have one thing in common: a dedication to service.

As a volunteer, you will be an extension of our healthcare team, sharing your time and talents throughout our facility. You will make a difference in the lives of our patients and family members. You will become the hands, feet and heart of Good Samaritan.

Areas where you can volunteer:

**Cardiovascular, Pulmonary, and Endoscopy**

Volunteers greet and welcome patients arriving for various procedures in the CV lab, Interventional Radiology lab, endoscopy lab, bronchoscopy lab, and others. Provide updates to family members waiting for patients who are having procedures performed. Help transport patients out to the main entrance or possibly up from the information desk to the main level via wheel. Assist families as needed.

Qualifications:

- Friendly, outgoing nature
- Strong communication, listening, and problem-solving skills
- Knowledge of hospital layout in order to provide way-finding assistance
- Customer service-focused
- Ability to walk long distances and assist with wheelchair transport
- Must adhere to patient confidentiality

**Emergency Department**

Serves as a liaison between staff and patients and their families; assists with stocking supplies, checking in on patients, providing comfort items, and communicating with staff, patients, and guests.

Qualifications:

- Competent, compassionate, mature, and supportive individual who can manage details in a busy and sometimes stressful environment
- Possess strong people and communication skills
- Ability to take and follow directions—as well as take initiative and work independently
- Uses sound judgment, common sense, and sensitivity when dealing with patient matters
- Ability to approach staff with questions
- Must adhere to patient confidentiality
- Must be at least 18 years old
Floater

Volunteers will be trained in key positions throughout the hospital including but not limited to Greeter, Floor Host, Registration, and Courtesy Car. The volunteer will be placed in the position that has the most need for that day.

Qualifications:

- Friendly, outgoing nature
- Strong communication, listening, and problem-solving skills
- Knowledge of hospital layout in order to provide way-finding assistance
- Basic computer skills needed
- Customer service-focused
- Ability to walk long distances and assist with wheelchair transport
- Ability to give clear and concise directions and information
- Must adhere to patient confidentiality

Gift Shop

The Gift Shop assistant works closely with the sales associate and the manager assisting customers.

Qualifications:

- Strong customer service skills
- Friendly, outgoing nature
- Enjoy a retail environment
- Able to stand for long periods with occasional bending and stooping
- Possess strong people and communication skills
- Willingness to learn basic cash register operations
- Must adhere to patient confidentiality

Greeting and hosting opportunities

Greeter

Share your welcoming spirit with our patients and visitors by providing information and escort services.

Qualifications:

- Friendly, outgoing nature
- Strong communication, listening, and problem-solving skills
- Knowledge of hospital layout in order to provide way-finding assistance
- Basic computer skills needed
- Customer service-focused
- Ability to walk long distances and assist with wheelchair transport
- Ability to give clear and concise directions and information
- Must adhere to patient confidentiality

**Floor Host**

Volunteers provide that extra special touch to the patients and visitors by handing out fresh water, warm blankets, pillows, and by visiting with patients and visitors. Volunteers assist the staff with discharges and stocking.

Qualifications:

- Friendly, outgoing nature
- Strong communication, listening, and problem-solving skills
- Knowledge of hospital layout in order to provide way-finding assistance
- Basic computer skills needed
- Customer service-focused
- Ability to walk long distances and assist with wheelchair transport
- Ability to give clear and concise directions and information
- Must adhere to patient confidentiality

**Perioperative Services Greeter**

Serves as a liaison between staff and family and guests waiting for a patient in surgery. This individual keeps family informed of patient's status and manages the waiting area.

Qualifications:

- Competent, mature, and supportive individual who can manage details in a busy and sometimes stressful environment
- Possess strong people and communication skills
- Demonstrate positive, caring attitude and pleasant manner when interacting with visitors and families
- Ability to work with families in stressful situations in a non-judgmental and empathetic manner in a complex patient care setting
- Must adhere to patient confidentiality

**Registration**

To greet patients and visitors at the Registration Desk helping him or her get signed in for the registration process. Provide information and escort services to the patients and visitors making sure their first impression of Good Samaritan Medical Center is great!
Volunteers should extend a warm welcome, meet or exceed customer expectations, and bid our patients a fond farewell.

Qualifications:

- Excellent interpersonal skills
- Positive attitude
- Good customer service skills
- Understands and follows directions
- Works effectively with others without direct supervision
- Pays attention to detail and accuracy
- Ability to stay calm in a hurried environment
- Computer knowledge
- Able to stand and walk for long periods of time

Women's and children's services

Volunteers are responsible for helping with the day-to-day non-clinical duties, which include but are not limited to:

- Making coffee
- Taking a tea and snack cart around to patients
- Taking patient to their car at discharge
- Stocking
- Setting up patient rooms
- Bed making
- Making ice packs
- Chart assembly

Volunteers should extend a warm welcome, meet or exceed customer expectations, and bid our patients a fond farewell.

Qualifications:

- Friendly, outgoing nature
- Strong communication, listening, and problem-solving skills
- Knowledge of hospital layout in order to provide way-finding assistance
- Basic computer skills needed
- Customer service-focused
- Ability to walk long distances and assist with wheelchair transport
- Ability to give clear and concise directions and information
- Must adhere to patient confidentiality
Women's imaging

To greet and provide information and escort services to the patients and family members making sure their first impression of Good Samaritan Medical Center is great! The volunteer will escort Women’s Imaging patients from the main waiting room into the Women’s Imaging Department and assist patients in completing the patient history form and direct patients to the changing area.

Volunteers should extend a warm welcome, meet or exceed patient expectations, and bid our patients a fond farewell.

Qualifications:

- Excellent interpersonal skills
- Positive attitude
- Good customer service skills
- Understands and follows directions
- Works effectively with others without direct supervision
- Pays attention to detail and accuracy
- Ability to stay calm in a hurried environment
- Computer knowledge
- Able to stand and walk for long periods of time

Additional patient interaction opportunities

**Caring canines**

Please visit our website at www.therapydogsbouldercounty.com to learn about our Pet Therapy program.

**Comfort cart**

Visits patient rooms with a cart containing comfort items for patients. The position provides opportunity for patient interaction.

Qualifications:

- Must be able to walk long distances
- Knowledge of hospital layout
- Good communication and listening skills
- Competent, compassionate, mature and supportive individual who enjoys visiting with patients
- Must adhere to patient confidentiality
** Courtesy car (shuttle driver)  

The Courtesy Car Driver operates the electric car greeting guests upon arrival in parking lot, gives rides to any interested party to and from the entrances of the hospital.

Qualifications:
- Good driving record
- Customer-service focused
- Ability to operate a golf cart/electric car
- Desire to work outside

** Mended hearts  

The Mended Hearts volunteers provide hope and support to heart patients and their families.

Qualifications:
- Must be a member in good standing of mended hearts
- Must have experienced a heart event
- Caregivers may visit only if accompanied by an accredited visitor
- Must appear healthy physically and emotionally and present a positive image of Mended Hearts
- Excellent interpersonal skills
- Positive attitude
- Good customer service skills
- Understands and follows directions
- Works effectively with others without direct supervision
- Pays attention to detail and accuracy
- Able to stand and walk for long periods

** PSCU & PACU volunteer assistant  

Volunteers assist the PSCU and PACU staff in the performance of non-medical duties.

Qualifications:
- Must be 18 years of age or older
- Good customer service skills
- Ability to talk to patients and families in a calming fashion
- Respects patient and family privacy
- Good communication skills
- Able to stand, sit, walk, and push wheelchairs
Sky Café

Volunteers assist the Nutritional Services staff in cleaning tables and chairs. Volunteers assist the customers with their trays.

Qualifications:

- Positive attitude
- Good customer service skills
- Understands and follows directions
- Works effectively with others without direct supervision
- Pays attention to detail and accuracy

Additional non-patient facing area opportunities

Facilities management (grounds porter assistant)

Minor grounds detail including trash pick-up, curb painting, parking lot stripping, gravel grooming, gravel sweeping, shop organization, and central utilities plant cleaning.

Qualifications:

- Competent, mature, and supportive individual who can manage details in a busy and sometimes stressful environment
- Ability to take and follow directions—as well as take initiative and work independently
- Ability to approach staff with questions

Health and healing

Volunteers assist the staff with office duties including but not limited to faxing, copying, answering telephones, stocking, and cleaning equipment.

Qualifications:

- Friendly, outgoing nature
- Strong communication, listening, and problem-solving skills
- Basic computer skills needed
- Customer service-focused
- Must adhere to patient confidentiality

Office work

Works in any number of hospital offices and departments assisting staff with a variety of projects and tasks.
Qualifications:

- Basic computer skills needed
- Friendly, outgoing nature
- Attention to detail
- Organization skills
- Ability to follow direction as well as work independently
- Strong customer service skills
- Enjoys projects clerical in nature
- Must strictly adhere to confidentiality policies

Pharmacy

To assist pharmacy staff with daily inventory duties and medication labeling. Varied office assignments when time allows.

Qualifications:

- Excellent interpersonal skills
- Positive attitude
- Good customer service skills
- Understands and follows directions
- Works effectively with others without direct supervision
- Pays attention to detail and accuracy
- Computer knowledge

Sterile processing

Volunteer in an environment that serves all nursing and ancillary departments. Our main customer is the operating room. We provide them with all the instrumentation and soft goods they will need for all surgical procedures. Sterile Processing also cleans patient care equipment.

Qualifications:

- Good organizational skills will help make the execution of daily tasks easier
- Computer skills are needed as responsibilities increase
- Customer service
- Able to push and pull carts, bend and lift as required
- Standing for periods of time with some sitting

Walker bags

Volunteers sew walker bags for our patients

Qualifications:

- Have your own sewing machine