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Summer 2019 - RMH Houston Hospital Programs Volunteer Internship

SCHEDULE:

This position requires a minimum of 15 hours per week during 9 weeks of the summer semester (June 3 through August 2, 2019 providing 120 hours total, minimum). Student's exact schedule will be determined based on agency need and student's availability within Monday – Friday between 9:00am – 9:00pm, with occasional special events outside of these hours. This position is an unpaid internship.

AGENCY MISSION

Ronald McDonald House Houston offers a home away from home, providing care, compassion, and hope to families with seriously ill children being treated in the Texas Medical Center.

INTERNSHIP PURPOSE:

- To learn about the Family-Centered Care model of healthcare through participating in Ronald McDonald House Houston operations.
- To directly serve families in the Ronald McDonald House inside Texas Children's Hospital whose children are being treated in Neonatal Intensive Care, Pediatric Intensive Care and Cardiovascular Intensive Care Units.
- To directly serve both families and child patients by providing compassionate support and maintaining the Family Rooms. These volunteers serve families who have children in the Oncology & Hematology Inpatient Unit, Oncology/Hematology Outpatient Clinic, Cardiovascular Intensive Care Unit, Pediatric Intensive Care Unit, and Women's Pavilion Neonatal Intensive Care Unit.
- To directly serve families in the Ronald McDonald House inside Children's Memorial Hermann Hospital whose children are being treated in Neonatal Intensive Care and Pediatric Intensive Care Units.

SUPERVISOR:

Nanci Allen, Senior Project Manager, Jenny Stow, Rebekah McKinney, Hospital Program Coordinators

APPLICATION SUBMISSION:

- Individual Volunteer Application completed through www.rmhhouston.org/individual-volunteer-application/ (indicate which internship you are applying for in your application)
- Send your resume' by email to volunteer@rmhhouston.org

For full consideration, applicants must submit both documents. After reviewing your completed application and resume', our staff will contact you to discuss next steps.

DUTIES AND RESPONSIBILITIES:

- Report to all scheduled shifts in a timely and reliable manner keeping supervisor informed of any unforeseen conflicts.
- Uphold the policies of the House, Texas Children's Hospital, and Children's Memorial Hermann Hospital.



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- Keep House and Family Room areas and equipment neat and clean.
- Provide warm, friendly atmosphere for guests.
- Answer telephones/direct calls/take messages.
- Register, provide orientation, and give tours to first time guests in House.
- Instruct families of the House policies and enforce when needed.
- Prepare rooms for overnight guests/nappers.
- Assist with assessing and documenting inventory of supplies in all RMHH spaces.
- Notify families of any activities planned for the House or Family Rooms.
- Utilize Checklist to perform duties such as making coffee and stocking supplies
- Comfort and listen to families and patients.
- Greet visitors and inform them of Family Room services offered.
- Assist visitors in finding an activity, snack, or beverage.
- Encourage siblings/patients to play a game or read a book. Assist children with age appropriate activities.
- Tell families about library, food courts, and other services provided by hospital.
- Sort donations and organize storage areas if needed.
- Complete educational project and present to Ronald McDonald House staff.
- Plan and facilitate a Family Activity at RMH inside Texas Children's Hospital with support of Ronald McDonald House staff.

QUALIFICATIONS AND REQUIREMENTS:

- Ability to communicate compassionately with patients/families on a one-on-one basis
- Ability to interact comfortably with patients who may be very ill
- Ability to interact gracefully with families whose children may be critically ill
- Ability to relate to families and children of various ages and cultural backgrounds
- Ability to comply with Hospital policies
- Ability to walk long distances, lift and carry items
- Someone with a pleasant personality and an empathetic and caring nature who is genuinely interested in making a patient's stay more comfortable and easier
- Someone who is outgoing, a good communicator, listener, and detail oriented. The position requires a volunteer who demonstrates good judgment, flexibility and dependability

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the volunteer is regularly required to walk distances, sit and stand, exhibit hand/finger dexterity, see, talk and hear.
- The volunteer may be required to lift up to 25 pounds.
- The volunteer will be required to walk long distances in a hospital setting (could be up to 4 miles if serving all family rooms).
- The vision requirements include close, distance, peripheral, and depth perception.



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EDUCATIONAL BENEFITS:

- Experience working directly with families of child patients in two Texas Medical Center hospital settings
- Experience interacting compassionately with families in healthcare crisis
- Learn and practice empathetic listening skills
- Increase familiarity with hospitals and hospital staff roles
- Exposure and mentoring opportunities from non-profit and healthcare professionals
- Gain knowledge of best practices in volunteer management
- Participate in inventory management
- Learn and practice food safety guidelines for settings with immune-compromised patients
- Letter of Recommendation and Volunteer Hour record available upon successful completion of internship
- Gain first-hand understanding of business partnerships between hospitals and other nonprofit agencies

REQUIREMENTS:

- Age requirement - 18 years old and up.
- Successful completion of at least two semesters of college education in a science, healthcare, hospitality management, or social science related field.
- Successful completion of background check

If accepted into the internship, Volunteer would need to complete these requirements:

- Tuberculosis Testing and Health Clearance for Texas Children's Hospital and Children's Memorial Herman Hospital (Instructions will be given upon acceptance into program)