



Keeping families close®

RMHH inside Texas Children's Hospital: Family Room Volunteer

SCHEDULE:

This position requires a minimum of two three-hour shifts per month for a minimum of six months OR a minimum of one three-hour shift per week for a minimum of three months. Shifts are available seven days per week between 9:00am – 9:00pm. Volunteer's exact schedule will be determined during placement process.

PURPOSE:

- To directly serve both families and patients by providing compassionate support and maintaining the Ronald McDonald Family Rooms at Texas Children's Hospital. These volunteers serve families who have children in the Oncology & Hematology Inpatient Unit, Cardiovascular Intensive Care Unit, and Pediatric Intensive Care Unit.

SUPERVISOR:

Jenny Stow, Hospital Program Coordinator

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 Ronald McDonald House and Texas Children's Hospital.
- Keep Family Room areas and equipment neat and clean.
- Provide warm, friendly atmosphere for guests.
- Instruct families of the Family Room policies and enforce when needed.
- Notify families of any upcoming meals or activities planned for the 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.
- Children are occasionally present in the Family Room. When that occurs, encourage them to play a game or read a book. Assist children with age-appropriate activities.
- Bake and serve cookies to family members.
- Tell families about library, food courts, and other services provided by hospital.
- Sort donations and organize storage areas if needed.
- As needed, serve as host and guide for one-time group volunteers providing family meals and activities.
- Assist with serving donated meals if needed.

QUALIFICATIONS AND REQUIREMENTS:

- Ability to communicate compassionately with patients/families on a one-on-one basis



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- 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.

EDUCATIONAL BENEFITS:

- Experience interacting directly with patients and families in a Texas Medical Center hospital setting
- Experience interacting compassionately with families in healthcare crisis
- Learn and practice empathetic listening skills
- Increase familiarity with hospitals and hospital staff roles
- 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 minimum time commitment

REQUIREMENTS:

- Age requirement to apply- 18 years old and up.

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

- \$15 Volunteer Application fee (\$10 for current college students)
- Successful completion of background check
- Health Clearance (Instructions will be given upon acceptance into program)
- Provide proof of immunization for the following:
 - Tetanus/Diphtheria/Pertussis (Tdap)



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- Measles (Rubeola): Applies only to those born after December 31, 1956.
- Rubella
- Tuberculosis: TB skin test within the past 12 months. (If previous positive TB Skin Test; proof of positive TB test and a chest x-ray are required) If needed, this will be provided by RMH Houston
- Varicella

APPLICATION SUBMISSION:

- Individual Volunteer Application completed through www.rmhhouston.org/individual-volunteer-application/

After reviewing your completed application, our staff will contact you to discuss next steps.