

# Volunteer Services Application Process Overview

Mercy is always looking for caring, compassionate individuals to join its family of volunteers. There are many volunteer opportunities available throughout the Mercy organization, including way-finding, patient support, general office support, hospitality services and pet therapy.

Mercy volunteers must be at least a freshman in high school. Some volunteer opportunities are limited due to additional age requirements.

For more information, visit [www.mercydesmoines.org/volunteers](http://www.mercydesmoines.org/volunteers) or call (515) 247-3246.

Volunteering is rewarding and fun, but demands a significant service-based commitment on your part. At Mercy, our patients, visitors and staff benefit greatly when volunteers serve on a regular, long-term basis. Therefore, Mercy volunteers are asked to commit to a weekly schedule with an average shift length of four hours (although shifts may vary by assignment) for at least six months. Most of our volunteers average 100-200 service hours annually. As a result, we ask that you carefully consider your schedule before you apply to volunteer at Mercy.

## APPLICATION PROCESS

- Attend a Volunteer Open House

Due to the uniqueness of volunteering in a hospital, all prospective volunteers are required to attend a Volunteer Open House prior to initiating an application. When you attend one of these sessions, you will meet staff from Mercy's Volunteer Services Department, learn more about the application process, receive your application materials and hear more about volunteer opportunities. Volunteer Open Houses are conveniently offered at a variety of times and locations throughout the year.

- Complete a Volunteer Interview/New Volunteer Health Screening

At the Volunteer Interview, we will discuss your skills, experience, availability and areas of interest to determine the best fit for you within our volunteer program. We will also review the requirements of volunteers in Mercy's health care facilities and explain our New Volunteer Health Screening process through our Employee Health Services (EHS) office. Upon clearing the Health Screening in its entirety, the EHS nurse will issue you a clearance statement which allows you to contact Volunteer Services and schedule your New Volunteer Orientation.

- Attend New Volunteer Orientation

At New Volunteer Orientation, you will learn more about Mercy Medical Center – Des Moines, discover the many ways volunteers support Mercy's mission and receive health and safety information related to your responsibilities as a volunteer. Upon completing New Volunteer Orientation, your volunteer placement will be confirmed and you will receive your first volunteer assignment.

*For a complete list of upcoming Volunteer Open House dates, please call our office or check our website. We can't wait to meet you!*