

# Volunteer Opportunities

Mercy Medical Center – West Lakes



*Mercy is always looking for caring, compassionate individuals to join our team of volunteers, and is currently recruiting volunteers for Mercy Medical Center – West Lakes.*

*If you are interested in becoming a volunteer or would like more information about current opportunities, shifts and locations, please visit [www.mercydesmoines.org/volunteers](http://www.mercydesmoines.org/volunteers) or call (515) 247-3246.*

**Mercy**  
VOLUNTEER SERVICES  
(515)247-3246

## Ambassador Services Volunteer

Ambassador services volunteers create a warm and welcoming atmosphere for patients, families and visitors by greeting individuals and directing or escorting them to various locations throughout the hospital. Ambassadors also provide maps and general information about Mercy West Lakes, West Des Moines and the greater Des Moines metro area.

### Qualifications:

Ambassador services volunteers are competent, mature, supportive individuals who can manage details in a busy and sometimes stressful environment. They possess strong people and communication skills, and are able to work with families in a non-judgmental, empathetic manner in complex patient care settings. As the “face” of Mercy, an ambassador is expected to demonstrate a positive, caring attitude and pleasant, professional manner at all times when interacting with patients, families and visitors.

## Office Support Volunteer

Office support volunteers work in various units and departments throughout the organization and provide general office and clerical support to staff. Responsibilities vary by area, and may include answering the phone, taking messages, data entry, copying, filing, mailings, preparing binders or other presentation materials, etc. Office support volunteers may also occasionally be asked to relay special requests or run errands within the facility.

### Qualifications:

Office support volunteers possess strong customer service and communication skills (written, verbal and non-verbal) and are able to work with a diverse group of individuals in a non-judgmental, empathetic manner. Office support volunteers are also expected to maintain patient/employee confidentiality and demonstrate a pleasant, professional manner at all times.

## Patient Support Volunteer

Patient support volunteers provide a warm and welcoming atmosphere by interacting with patients at the bedside; acting as a liaison between staff, visitors and families; and working with staff nurses to provide non-clinical information, comfort and support to patients and families. Patient support volunteers will be assigned to a specific patient care area and receive additional training/orientation in that particular area.

### Qualifications:

Patient support volunteers possess strong communication and interpersonal skills and are mature and reliable. They are willing to engage patients in conversation and demonstrate a positive, caring attitude and pleasant manner when interacting with patients and families. They are able to approach staff with questions and have a clear understanding of patient confidentiality.