

VOLUNTEER OPPORTUNITIES

At Mercy Medical Center – Des Moines, a special group of people generously give of their time and talents to help fulfill our mission to improve the health and well-being of the communities we serve. These dedicated individuals are Mercy's volunteers.

If you are interested in learning more about the various volunteer opportunities at Mercy please visit mercydesmoines.org/volunteers or call (515) 247-3246

Ambassador Services Volunteer

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

Qualifications: 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.

Registration Desk Volunteer

Volunteers exhibit a welcoming, helpful and caring presence for patients and families registering for, and during, procedures such as surgery, medical imaging and cardiac testing.

Qualifications: Volunteers have good communication and interpersonal skills and are self-confident and outgoing. They are willing to engage persons in conversation and have an easy-going attitude. They are organized and enjoy a variety of tasks, including clerical projects.

Administration Office Support Volunteer

Volunteers exhibit a welcoming, helpful and caring presence for persons interacting and needing assistance with the administrative offices.

Qualifications: Volunteers have good communication and interpersonal skills and are self-confident and outgoing. They are able to engage persons effectively, are organized and enjoy a variety of tasks, including clerical projects.

Patient and Unit Support Volunteer

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. Volunteers are assigned to a specific patient care area (e.g., pediatrics, oncology) and receive additional training/orientation in that particular area.

Qualifications: 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.



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Surgery Waiting Desk Volunteer

Demonstrate a positive attitude and effective verbal and nonverbal communication with patient's families, co-workers, medical staff, and general public while performing a variety of referrals, information, locating services, etc. Coordinate location of individuals/families related to patients during the surgical and recovery process. Escort families to the consultation room, Phase II recovery and Intensive care unit as required. Maintain basic hospitality related items, ordering and maintaining coffee supplies throughout the day. Know the protocol for acquiring urgent and emergent assistance.

Qualification: Ability to maintain both a high standard of courtesy and cooperation in dealing with staff, volunteers, patients and visitors; and maintain satisfactory job performance despite the stress of a hospital work environment. Ability to make decisions based on sensory or judgmental criteria. Ability to provide clear verbal communication using appropriate tone and level.

Critical Care Area Patient Support Volunteer

Demonstrate appropriate and effective written, verbal and nonverbal communication with patients and their families, coworkers, medical staff, and the general public while performing a variety of referrals and informational offerings. Create a warm and welcoming environment for all visitors and clients. Assist with orienting the families to the Units and facilities. Maintain confidentiality regarding all patients and personnel information. Ability to work in a team environment and collaborate with a variety of professionals. Assist with location of individuals/families. Ensure waiting area is clean, organized, and restocked of necessary supplies. Limit number of visitors and track family members/visitors to the Units, ensuring quality of care provision.

Qualifications: Ability to maintain both a high standard of courtesy and cooperation in dealing with staff, volunteers, patients and visitors; and maintain satisfactory job performance despite the stress of a hospital work environment. Adaptability to making decisions based on sensory or judgmental criteria.

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Cath Lab Reception Desk Volunteer

Demonstrate a positive attitude and effective verbal and nonverbal communication with patient's families, co-workers, medical staff and the general public while performing a variety of referrals, information, locating services, etc. Coordinate location of individuals/families related to patients during Cath lab procedures and recovery process by assigning, distributing, monitoring, and collecting pagers. Escort families to consultation room, recovery room and other areas as needed. Know the protocol for acquiring urgent or emergent assistance.

Qualifications: : Ability to maintain both a high standard of courtesy and cooperation in dealing with staff, volunteers, patients, and visitors: and maintain satisfactory job performance despite the stress of a hospital work environment. Adaptability to attending to needs or requests of other people. Ability to provide clear verbal communication using appropriate tone and level.

Doula Volunteer

Demonstrate appropriate and effective written, verbal, and nonverbal communication with patients and their families, coworkers, medical staff, and the public while performing a variety of tasks. Work in collaboration with the nursing staff, assess desire/need for a doula. Determine appropriate approach to use with each patient. Evaluate response to having a doula as part of the birth experience. Maintain confidentiality regarding all patients and personnel information. Excellent customer service, interpersonal skills, and organizational skills.

Qualifications: Successful completion of a recognized Doula program. Good interpersonal skills. Ability to use personal self-care techniques. Ability to maintain both high standard of courtesy, cooperation, and respect in dealing with staff, volunteers, patients and visitors and maintain satisfactory performance despite the stress of hospital environment.

OB Greeter

Create a warm and welcoming environment for all visitors and clients. Greet all visitors, obtain signatures on the sign-in/sign-out sheet, provide "Visitor" stickers to guests. Monitor all visitors as they enter and exit the unit. Demonstrate appropriate and effective written, verbal, and non-verbal communication with patients, families, coworkers, medical staff, and the public while performing general summary details. Maintain confidentiality regarding all patients and personnel information.

Qualifications: Ability to maintain both a high standard of courtesy and cooperation in dealing with staff, volunteers, patients and visitors and maintain satisfactory job performance despite the stress of a hospital work environment. Adaptability to attend to the needs of other people.

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NICU Sibling Program

Demonstrate appropriate interaction with infants and families in waiting area. Ability to create warm environment for all. Appropriately facilitates organized activities for siblings that are provided in advance. Demonstrates age-appropriate interaction according to guides that are provided. Maintain confidentiality regarding all patients, families, and personnel information. Ability to work in a team environment and collaborate with a variety of professionals. Ability to perform all the checklist items like, disinfecting toys and ensuring safety by removing broken/non-working toys. Adhering to and enforcing the sibling check-in/check-out procedures, communicating the supplies needed to restock the cart. Cleaning the area upon completion of session and special project needs. Ability to work independently with limited direct supervision. Follow instructions as directed by volunteer liaison or unit.

Qualifications: Basic child development skill. Ability to maintain high standard of courtesy and cooperation in dealing with staff, volunteers, patients, families, and visitors; and maintain satisfactory performance despite the stress of a hospital work environment. Adaptability in attending to needs or requests of other people.

Gift Shop Flower arrangement Volunteer

Maintain good knowledge of merchandise and prices in the floral shop. Follow policies and procedures for the gift house and flower shop. Follow direction of the florist. Select Flora and foliage for the arrangements, working with numerous combinations or develop new creations. Maintain a full floral cooler in the main gift shop and other pertinent areas. Maintain a low wastage in all flora and foliage. Clean and prep all flora and foliage from Wholesalers. Perform general cleaning duties in shop to ensure the shop is clean and tidy. Unpack stock as it comes into the shop. Deliver flowers from the flower room to the gift shop in the morning and afternoon. Maintain open communication with the florist.

Flower Delivery Volunteer

Demonstrate appropriate and effective written, verbal, and nonverbal communication with patients and their families, coworkers, medical staff, and the public while performing a variety of tasks. Maintain confidentiality regarding all patients and personnel information. Excellent customer service, interpersonal skills, and organizational skills. Ability to work in a team environment and collaborate with a variety of professionals. Distribute hospitality related items, sort items by locations. Determine routes and demonstrate knowledge of regulatory procedures and off limit locations. Demonstrate appropriate room entering technique. Display appropriate conversational topics. Demonstrate knowledge of how to handle situations (e.g. patient not in the room).

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Eucharistic Minister Patient Support Volunteer

Demonstrate appropriate and effective written, verbal and nonverbal communication with patients and their families, coworkers, medical staff, and the public while performing a variety of referrals, informational offerings, locating services, etc. Maintain confidentiality regarding all patients and personnel information. Excellent customer service, interpersonal skills and organizational skills. Ability to work in a team environment and collaborate with a variety of professionals. Create a warm and welcoming environment for all patients, families, and guests. Maintain an open communication with Director and the other unit staff. Referral to priest if patient is requesting anointing of the sick or confession. Note patient's parish on daily log if different from what is listed when admitted.

Qualifications: Must be an active, and practicing Catholic. Must have ability to maintain both a high standard of courtesy, cooperation, and respect in dealing with staff, volunteers, patients, families and guests: and maintain satisfactory performance despite the stress of a hospital environment. Adaptability to make decisions based on sensory or judgmental criteria.

Mobility Volunteer

Demonstrate appropriate and effective written, verbal, and nonverbal communication with patients and their families, coworkers, medical staff, and the public while performing a variety of tasks. Maintain confidentiality regarding all patient and personnel information. Provide excellent customer service, interpersonal skills and organizational skills. Work in a team environment and collaborate with a variety of professionals. Prepare patients for ambulation. Assist with and / or ambulate patients as directed. Document patient activity on Mobility Work List after mobility action.

Qualification: Ability to maintain both a high standard of courtesy, cooperation, and respect in dealing with staff, volunteers, patients and visitors: and maintain satisfactory performance despite the stress of a hospital environment. Adaptability to attending to needs or requests of other people. Adaptability to making decisions based on sensory or judgmental criteria. Successful completion of required competency