

# 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.*



**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.

## 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.

## 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.

## Hospitality/Floral Services Volunteer

Hospitality/floral services volunteers play a key role in creating a warm and welcoming environment for patients and visitors by assisting in creating floral arrangements and distributing hospitality-related items (e.g., mail, flowers, gifts) to patients throughout the hospital. Hospitality/floral services volunteers may spend additional time with patients who need someone to talk to or help them read their mail, and may be asked to relay special requests.

## Retail Services Volunteer

Retail services volunteers provide an exceptional customer service experience to patients, families, visitors and staff in the hospital's gift shop. Responsibilities may include assisting customers, stocking and displaying inventory and cashiering.