



2024 Volunteer Opportunities

Some positions may be filled.

Access to Care Program - Reception

The Access to Care department works with underinsured and uninsured patients, connecting them with services. The role of the Access to Care Receptionist Volunteer is to assist patients, families, customers, callers and people entering the office in a calm, helpful and pleasant manner. As the reception desk is the first contact for those entering, the volunteer role is critical in making an important first impression in this customer-focused facility. The goal of the volunteer is to provide a warm welcome and direction to all who enter. They also act as the first line of screening for the multiple departments in the office. Greet everyone with a smile and friendly tone. Ask customer what type of help they need. Look customer up in Epic to make sure they are registered (have an Epic E#). Bring customer to registration as needed. Bring customer to rotating team members for assistance. Use interpreter services as needed. Wiping down entrance area with antibacterial wipes (with glove protection). Organizing office supplies area. Answer questions about the facility and its services. Give directions and information about local businesses and services. Refer patients/families upon request to other sources of assistance within the facility.

Admitting - Patient Access Support

Greet patients and families, being alert to and responding to their questions and needs. Give directions to patients, visitors and general public. Search for patients' facesheet in expected patients bucket and hand facesheet off to Admitting staff. Check patient's arm band. Escort patients to units, making certain that the bed is ready first. Assist with clerical work. Process some mail. Assemble packets, staple and highlight forms. Run errands when needed. Gather wheelchairs when needed.

Barbara Bush Children's Hospital – STAR Volunteer

STAR Volunteers in the Barbara Bush Children's Hospital assist staff in creating a supportive, welcoming and safe environment for patients and their families. Volunteers are assigned to a home unit but could be asked to provide support in the following areas based on need: Pediatric Inpatient Unit / Pediatric ICU, Neonatal ICU / Continuing Care Nursery, Mother Baby Care/Prenatal Care. Collaborate and communicate with clinical staff at start of and throughout your shift to ascertain current patient and family needs. Provide developmentally appropriate opportunities for play to pediatric patients both individually and in small groups in the Inpatient Unit Playroom and at bedside with direction from Child Life staff. Provide support and interaction to infant patients including rocking, holding, reading and developmentally appropriate play opportunities with direction from staff. Assist staff in cleaning and organizing unit areas (i.e. playroom, family areas, folding laundry). Clean playroom and waiting room toys per hospital Toy Cleaning Policy and Guidelines. Assist with discharge by acting as a discharge escort. Provide patients and families with information packets and hospital surveys per the needs of the unit. Perform other duties as needed or assigned. Communicate with courtesy and compassion with patients, families and staff.

Boutique Assistant – Women's Board

The Boutique is a specialty shop provided by The Women's Board of Maine Medical Center to

serve the needs of patients, families, visitors and hospital staff of the Family Birth Center and BBCH. The Boutique's support for new and nursing mothers includes breast pump rentals, nursing bras and supplies, and a lending library of related books and videos. We also have gifts for all ages and unique gifts from local artisans. Greeting customers in a welcoming and friendly manner. Operate cash register. Assist in processing pump rentals. Assist in taking a merchandize and supply cart to patient's rooms. Assist in manning a lending library of books. Assist staff in maintaining a neat, attractive, fully stocked shop. May assist staff with some clerical work. Assist staff in preparing for special events. May also include operational support for the shop. Assist manager and clerk with other tasks as requested

Cardiac Intensive Care Unit – Reception/Waiting Area Volunteer

The volunteer's role is to support patients, families and staff on the ninth floor resulting in enhanced staff/ patient satisfaction, communication and overall experience. Learn departmental policies and procedures. Meet and greet people. Check in with families in the waiting area. Round with comfort cart at least once during shift. Organize educational material. Prepare coffee and tea for families. Keep Butterfly Wall (Wall of Hope) updated. Offer emotional support to patients and families. Help support and maintain a quiet and organized patient and family environment. Perform other duties as needed or assigned.

Critical Care Unit

The role of the volunteer is to actively prepare kits for 3 different studies that the department utilizes with frequency. Put together kits with many different parts following a prototype. Follow Instructions for the number of kits to be produced each week.

Endoscopy

The role of the volunteer is to assist the staff in helping to maintain the efficient functioning of the department for the care and comfort of patients. Responsibilities include putting together linen packs for remaking stretchers; stripping, cleaning and remaking stretchers; and escorting patients out to their rides.

Flower Box Assistant – Visiting Board

The Flower Box is a service of the Visiting Board of the Children's Hospital. All proceeds from sales go toward support of programs to benefit the care of children and adolescents at MMC. Greet/assist customers. Deliver orders to patients/employees. Process phone orders. Help in preparation of flowers delivered by wholesalers. Be aware of the daily condition of plants and cut flowers (water, dead blossoms, etc.). Assist in pricing "hard goods" and their placement on shelves. Help keep stock areas neat and tidy. Keep floor area clean of petals, leaves, etc. (each shift is responsible for their own work area). Wash, dry, put away buckets, vases at end of each shift.

Food Pantry

The role of the volunteer is to support the daily functions of the food pantry by providing administrative, logistic and physical assistance to the food pantry manager. The food pantry volunteers can assist with most aspects of the program. Helping receive deliveries and moving product inside the food pantry. Sorting and inspecting food. Maintaining a clean and well-organized pantry space. Assisting with new client registration. Assisting clients while they shop. Placing orders from Good Shepherd Food Bank. Assisting with filing or other administrative tasks. Support with additional programming on site.

Gift Shop Assistant – Women's Board

The Gift Shop is a service provided by The Women's Board of the Maine General Hospital for

the convenience of patients, families, visitors and hospital staff. A wide variety of gifts, cards, books and magazines, children's clothing and candy is available to be purchased. Operate cash register, make change and process major credit card purchases. Assist Gift Shop Manager in maintaining a neat, attractive shop by regularly dusting gifts and shelves, and keeping card, candy and magazine racks neat and fully stocked. Respond to customer inquiries in a timely, courteous and tactful manner so as to promote good customer relations. Assist manager with other tasks as requested. May also include operational support for the shop.

Harbour Singers

Harbour Singers is a community of caring volunteers who offer healing through the gift of song. Singing in small groups at bedside in order to support persons with life limiting illness or at end of life, in care settings such as hospice, hospital, nursing facility, or at home, throughout the Southern Maine region. Coordinate bedside sings with nursing staff for patients at the end of life. Talk with family/patient about songs patient would like to hear. Sing in small groups at patient's bedside.

Hospital Elder Life Program (HELP)

The role of the volunteer is to actively participate in a program designed to decrease complications of confusion and functional (physical) decline in patients over 70. Daily Visitor: helping with orientation, communication and social support. Feeding Assistant: helping set up trays, providing companionship during meals. Therapeutic Activities: making sure patients have something to do while in bed or providing activities to encourage active participation and socialization. Early Mobilization: encouraging patients to do simple exercises or to walk. Sleep Enhancement: promoting relaxation and good sleep environment. Vision/Hearing: providing adaptive equipment.

Inpatient Psychiatric Unit Activity Volunteer

Under the direction of the Nurse Director the volunteer will involve and engage psychiatric patients in activities to aid in maintaining cognitive, physical and emotional well-being. Completes activities based on volunteer's skills with patients as assigned (music, arts and crafts, games, socialization, exercise activities, etc.). Encourages active participation and socialization. Supports orientation, communication and socialization. Encourages patients to participate in mobility exercises as assigned by Nursing Director.

Library and Dana Center

The role of the volunteer is to assist Library & Knowledge Services staff in serving the facility and information needs of the MMC community. Document delivery assistance, help with specialized article requests. Basic Library tours and directional assistance. Assistance with print materials and equipment: processing, weeding, circulation. Information desk triage; open and close the information desk with shift. Schedule conference rooms. Assist with maintaining facility: stock supplies, water plants, light cleaning. Assist with equipment: copier and printer, toner and paper. Assist with special projects based on volunteer's interest and expertise.

Mailroom

The role of the volunteer is to deliver patient mail and packages in the afternoon.

Neuroscience – Program Assistant

The purpose of this volunteer work will be to support the stroke program and its leaders. The MMC stroke program is certified as a comprehensive stroke center by the Joint Commission and this work will help to maintain and support standards, provide patient-centered education materials, and increase efficiency within the program. Compiling stroke patient education

packets and delivering them to units within MMC as requested. Adding documents to stroke share point site. Audit patient records in Epic with the guidance of the stroke program coordinator. Making Comprehensive Stroke Center Posters for nursing units. Assist stroke program manager with tracking nursing education through LMS. Researching stroke support groups for content and design. Organizing stroke case reviews by department.

Nutrition & Food Services – Cafeteria Assistant

The role of the Volunteer is to provide assistance to the busy Cafeteria staff. Restock condiment table, cups, covers, and napkin dispensers when necessary. Clean Dining Room tables and chairs when available. Provide a sweep of the Dining Room floor when necessary manager of any problems in Dining Room as they arise. Make coffee. Make sandwiches.

Nutrition & Food Services – Project Assistant

The role of the Nutrition & Food Service Department - Project Assistant Volunteer is to assist the department to work on projects objectives as delegated by the project leader to enhance and expedite delivery and project implementation. Incorporate departmental policies and procedures. Nutritional Analysis breakdown. Attend meetings on menu items. Utilize the CBORD computer to breakdown menu & food items for nutritional breakdown. Perform general clerical duties including word processing, filing, data entry, for PHA compliance on all food items. Work in the Cafeteria on proper signage on food products. Generate and implement new items. Promote & Educate people on the Spotlight Program. Collect and enter data for nutrition research or quality improvement projects (CITI training may be required).

Operating Room - Assistant

The role of the volunteer is to provide assistance to busy OR staff by relieving them of routine tasks and interdepartmental errands. Deliver laboratory specimens. Help with OR chores. Set up and break down rooms from case to case. Collect equipment from SPD and various other hospital departments. Deliver/retrieve items and or equipment throughout the hospital (payroll, pharmacy, cath lab, engineering, etc). Assist with the transport of patients on stretcher/beds (with a staff person and never alone).

Operational Excellence - Huddle & Gemba Walk Assistant

The role of the volunteer is to benefit the department by providing assistance with Operational Excellence. Join the Huddle and Gemba walk (optional). Run errands to 57 different clinical areas of the hospital including clinics, ED, Radiology and OR/PACU. Follow up office/desk work. Participate in department planning. Review frontline projects for patient-centeredness prior to publication.

Patient & Family Advisory Councils (PFAC, DHHPFAC, NICUPFAC)

To offer input as a member of a Patient and Family Advisory Council.

Patient Experience – Emergency Department Ambassador

This unique volunteer role is designated to round on patients in the ED lobby and on gurneys being treated in hallways foremost to offer them items off the Comfort Menu and compassionately engage patients who wish to have conversation utilizing the F.O.R.D. method. Engage with patients by offering items off the Comfort Menu, emphasizing that their comfort is important to us and we want to ensure that they are comfortable during their stay. Engage patients with the F.O.R.D method, discerning caringly if a patient desires a friendly conversation. Communicate with courtesy and compassion.

Patient Experience - ASU & Surgery II Waiting Room Customer Service Volunteer

To assist families and significant others in the surgery waiting room by acting in a calm, helpful and pleasant manner. The Volunteer oversees the desk and has the role of liaison between the Visitors and the PACU and ASU staff. Providing the highest level of customer service, the volunteer will carry out the following duties:

Provide support and updates to families and significant others while adhering to the PACU Visitation. Guidelines during the patient's surgery, recovery time in PACU, and while in ASU. Provide Escort Service to families and visitors to various destinations within the hospital including PACU. Provide and offer wheelchair transportation to those who need it. (Volunteers cannot offer wheelchair assistance to parking lots, or parking garages). Provide directions and information to people entering the waiting room. Respond to telephone inquiries and make telephone contact with PACU, ASU, and other hospital departments as necessary. Monitor activity in the waiting room by assisting individuals with special needs.

Patient Experience – Brighton Information Desk – Customer Service

To represent the hospital in a manner consistent with the hospital's customer service philosophy, making all who enter feel welcome and comfortable. Provide directions and information to people entering the hospital. Provide an escort to other parts of the hospital. Transport patients by wheelchair to other parts of the hospital. Call taxi service or Regional Transportation for patients and visitors. Locate wheelchairs - available at the main entrance or call floors. Always greet people walking in main entrance.

Patient Experience - Emergency Department – Customer Service

To assist patients, families and visitors entering the hospital in a calm, helpful and pleasant manner, working as a team with the Customer Service Representatives to serve these individuals. The Customer Service Representative oversees the desk and makes decisions as needed. Provide Escort Service to patients, outpatients, families and visitors to various destinations within the hospital. Provide and offer wheelchair transportation to those who need it within the hospital including the drive-up area but not off MMC property.

Retrieve/Replenish wheelchairs when necessary to assure availability. Wipe down wheelchairs with antibacterial wipes (with glove protection). Provide directions and information to people entering the hospital by retrieving information from the hospital computer system. Respond to telephone inquiries and make telephone contact with hospital departments and others as necessary. Call taxi service and Regional Transportation for patients and visitors. Monitor activity in the waiting area to assist individuals with special needs. Help with special assignments as needed for the hospital. Assist with ED Comfort Cart rounds.

Patient Experience – Main Lobby

To assist the Customer Service Representatives with greeting and screening patients, families, and staff. This assignment will also require escorting patients and families throughout the hospital to their destination. Greeting patients, families, and staff in a warm, friendly manner at all times. Screening patients, families and staff for COVID in accordance with policy. Provide escort service to patients, outpatients, families and visitors to various destinations within the hospital. Provide and offer wheelchair transportation to those who need it within the hospital including the drive-up area but not off MMC property. Retrieve/replenish wheelchairs when necessary to assure availability. Wipe down wheelchairs with antibacterial wipes using glove protection.

Patient Transport

Report to the Transport Dispatcher. Receive requests for transport of discharged patients. Provide and offer wheelchair transportation to those who need it, including to outpatient pharmacy as needed and outside Main Entrance to waiting vehicles. Wipe down wheelchairs

with antibacterial wipes using glove protection. Transport equipment throughout hospital as needed.

Pavilion Grill – Associate

The role of the Volunteer is to provide assistance to Pavilion Grill staff. Restock condiment table, cups, covers, and napkin dispensers when necessary. Make hot drinks for customers. Assemble ice cream drinks and desserts as needed. Inform Coffee Shop manager of any problems in dining room as they arise. Assist with dishwashing.

Pediatric Clinic

Assist patients with wayfinding. Escort patients around hospital. Help patients locate their Uber ride or other transportation. Engage families in using MyChart and assist them in enrolling. Read to children in waiting room.

Pediatric Specialty Care (887 Congress St. and 1577 Congress St.)

The role of the Pediatric Specialty Care Volunteer is to assist the staff with creating a welcoming environment for patients. Stock hygiene stations with masks and tissues. Direct patients to where they are going. Wait with patients for their Uber. Mail new patient packets. Put together patient packets. Clean toys, fold gowns and put away supplies. Make appointment reminder calls. Wipe down exam rooms.

Prenatal Center (Mother/Baby) - Greeter

To support patients, families and staff resulting in enhanced staff/ patient satisfaction, communication and overall experience. Learn departmental policies and procedures. Answer doorbell and screen visitors. Help support and maintain a quiet and organized patient and family environment. Perform other duties as needed or assigned.

Reiki

The goal of Reiki is to provide relaxation, decrease stress, promote sleep and decrease anxiety. During Reiki, the volunteer's hands are placed above or lightly in contact with the patient's body. Reiki may be used safely before, during or after any medical intervention. Reiki practitioners must be certified to Level II.

Scarborough Neurosurgery and Spine – Reception Volunteer

Assist patients, families, customers, callers and people entering the campus in a calm, helpful and pleasant manner. As the reception desk is the first contact for those entering, the volunteer role is critical in making an important first impression in this customer-focused facility. The goal of the volunteer is to provide a warm welcome and direct patients to the various practices throughout the building. Greet everyone with a smile and friendly tone. Offer wayfinding assistance. Assist patients requiring wheelchairs to their destination within the facility. Answer questions about the facility and its services. Give directions and information about local businesses and services. Refer patients/families upon request to other sources of assistance within the facility, e.g. Maine Health Learning Resource Center or Social Work.

Scarborough Maine Medical Center Cancer Institute (MMCCI) – Reception Volunteer

Assist patients, families, customers, callers and people entering the campus in a calm, helpful and pleasant manner. As the reception desk is the first contact for those entering, the volunteer role is critical in making an important first impression in this customer-focused facility. The goal of the volunteer is to provide a warm welcome and an escort to all who enter. Greet everyone with a smile and friendly tone. Offer an escort to patients and visitors. Assist patients requiring wheelchairs to their destination within the facility. Answer questions about the facility and its

services. Give directions and information about local businesses and services. Refer patients/families upon request to other sources of assistance within the facility, e.g. Maine Health Learning Resource Center or Social Work.

Scarborough Surgery Center Atrium

Remove soiled dishes, cups, and silverware from tables and return to dish room. Clean dining room tables and chairs after patrons have left. Cashier. Provide a sweep of the dining room floor when necessary. Restock condiment table, cups, covers, and napkin dispensers when necessary. Inform Lead Cook of any problems in dining room as they arise.

Supply Chain – Aide

To assist with stocking shelves at the onsite supply room so when supplies are needed for patient care, they are readily available. Restocking shelves with supplies. Running errands.

Therapy Dog Program

Therapy dogs provide companionship and a welcome diversion for patients and their visitors. The volunteers and their dogs must be registered with the Alliance of Therapy Dogs or Pet Partners. The role of the volunteers and their dogs is to function as friendly visitors to patients who request a visit or to those whom staff feels would benefit from such a visit. Mature volunteers with good communication skills. Dependable, courteous, and tactful individuals. Effective interpersonal relationships with staff as well as patients and their families. Willingness to comply with MMC Therapy Dog Institutional Infection Prevention Policy. Thoroughly screened, certified, adult dogs that have completed physical and behavioral examinations.

Transitional Care Communities – Activities Assistant

Under the direction of the Activities Coordinator the volunteer will involve and engage long-stay patients in activities to aid in maintaining cognitive, physical and emotional well-being. Completes activities with patients as assigned (arts and crafts, games, container gardening, socialization, providing supplies, excise activities, etc.). Daily Visitor: Support orientation, communication and socialization. Feeding Assistant: Assist with ordering meals, setting up trays providing companionship during meals. Therapeutic Activities: Ensure patients have something to do while in bed or providing activities to encourage active participation and socialization. Early Mobilization: Encourage patients to do Range of Motion exercises or to walk. Sleep Enhancement: promoting relaxation and a good sleep environment. Vision/Hearing: Ensure patient has their glasses, hearing aids, dentures etc. Provide adaptive equipment such as reading glasses or an assistive listening device.

Vocational Services Office Helper

The role of the Vocational Services Office Helper is to support administration of the department with clerical duties. Perform general clerical duties: stamping envelopes, assisting with office mailings. Put together packets for use by Vocational Services Staff.

Volunteer Services – Care So Good Program

This is an approximately 10 hour per week commitment. Volunteer will take ownership of this employee appreciation program. This volunteer must be very comfortable using spreadsheets and must be highly organized and detail-oriented. Most of the work is done in the Volunteer Services office. Once monthly the volunteer will oversee the packaging and distribution of staff appreciation treats.

Volunteer Services – Concierge

Listen to voicemail requests for concierge items. Bag and label requested items. Deliver bags to

nurse's stations. Document deliveries. Communicate about unavailable items to nurse's stations.

Volunteer Services – Newspaper Delivery

Deliver newspapers throughout the hospital on a predetermined route Tuesday – Friday mornings. Start time is by 8am. Typically takes about 1 hour to deliver all papers.