

## POSITION DESCRIPTIONS FOR VOLGISTICS

### LIVERMORE POSITIONS

#### Ambulatory Surgery Center, 1133 East Stanley Blvd, Livermore

**Overview:** This is an outpatient surgery facility. This is a physical position requiring a fair amount of walking and being on your feet. The ability to transport a person weighing 200 pounds is required. Mandatory wheelchair training is provided.

**Tasks:**

- Greet people and answer the phone
- Run errands as requested by staff
- Clean and make up gurneys
- Move empty gurneys
- Restock all linen supplies as needed
- Aid patients under nurse's directions (i.e., provide warm blankets, juice crackers, etc.)
- Transport discharged patients

**Shift Hours:**

9:00 a.m. – 12:30 p.m. Monday – Friday

#### Auxiliary Office, 1111 East Stanley Blvd, Livermore

**Overview:** This is the office for the Stanford Health Care - ValleyCare Auxiliary. Considerable walking is required.

**Tasks:**

- Pick up mail and deliver it to designated locations. Pick up outgoing mail from these locations and take it to the mail room
- Photocopy documents and other tasks as requested by the hospital staff
- Inventory and stock the refrigerator and snack station in Skilled Nursing
- Take specimens to the lab
- Run errands as requested by the hospital staff
- Assist Dietary by date stamping Meals on Wheels trays, copying and folding menus
- Copy and fold menus for dietary
- Straighten up the lobby as needed
- Answer the phone. Handle phone calls and voicemail messages
- Assist/escort visitors to their destinations and answer questions

**Shift Hours:** 9:00 a.m. – 12:30 p.m. Monday, Wednesday, Friday

## **Ambassador – Skilled Nursing, 1111 East Stanley Blvd, Livermore**

**Overview:** This can be a physical position requiring a fair amount of walking and being on your feet.

### **Tasks:**

- Visit patients in their rooms or in the common room (except those in isolation)
- Talk with patients if they appear to be lonely or need emotional support
- Notify nurses of any patient requests or needs
- Straighten up patient's rooms if requested
- Place patient's items where they can be easily reached
- Refill water pitchers, clear food trays with nurse's approval
- Offer newspapers, books and magazines to the patients
- Offer brushes, mirrors, back scratchers, etc. to the patients
- Make sure rooms have a fully supply of gloves
- Make admission packets when needed
- Stock isolation rooms per the stock sheet
- Stock forms in nursing stations and assist with general cleanup as needed
- Support the Sleep Clinic technician by putting away CPA masks, folding linens and placing them in sleep rooms

**Shift Hours:** Variable shift hours – 7 days a week

## **Urgent Care, 1133 East Stanley Blvd, Livermore**

**Overview:** This is a clinic for patients with minor injuries or illnesses. This can be a physical position requiring a fair amount of walking and being on your feet. The ability to transport a person weighing 200 pounds is required. Mandatory wheelchair training is provided.

### **Tasks:**

- Clean examination rooms after patients are discharged
- Stock gowns, linens and supplies in the examination rooms
- Check for outdated supplies
- Perform tasks as requested by the nurses such as make ice packs, get warm blankets, drinks and/or crackers
- Replenish the refrigerator in the utility room
- Transport discharged patients

### **Shift Hours:**

10:00 a.m. – 1:00 p.m.	7 days a week
1:00 p.m. – 4:00 p.m.	7 days a week
5:00 p.m. – 8:00 p.m.	7 days a week

## **PLEASANTON POSITIONS:**

### **Emergency Room, 5555 West Las Positas Blvd., Pleasanton**

**Overview:** This is a very physical position. A considerable amount of walking and being on your feet is required. Volunteers are expected to be proactive and look for ways to be helpful. There is very little patient contact as this is a helper position. The ability to transport a person weighing 200 pounds is required. Mandatory wheelchair training is provided.

#### **Tasks:**

- Replenish supplies in patient rooms, medication rooms and bathrooms
- Discard used instruments
- Maintain a supply of blood tube packages
- Clean and make up gurneys
- Move empty gurneys
- Take specimens to the lab
- Provide warm blankets, drinks and crackers to the patients as requested by staff
- Transport discharged patients when requested by staff

#### **Shift Hours:**

The emergency room is open 7 days a week.

9:00 a.m. – 12:00 p.m.

12:00 p.m. – 3:00 p.m.

3:00 p.m. – 6:00 p.m.

6:00 p.m. – 9:00 p.m. (Juniors)

### **Hospital Main Lobby, 5555 West Las Positas Blvd., Pleasanton**

**Overview:** The main lobby is where patients and visitors get their first impression of the hospital. All volunteers need to conduct themselves in a professional, business-like manner. Good interpersonal skills are a must. The ability to multi-task is necessary, as the activity level can be quite high. Basic computer skills are required. This position also requires considerable walking and the ability to transport a person weighing 200 pounds. Mandatory wheelchair training is provided.

#### **Tasks:**

- Greet patients and visitors and offer to help them
- Assist visitors, patients and family members with locating the appropriate department they need to go to
- Provide visitors with a visitor pass

- Use the Epic hospital roster to locate patients and direct visitors to the appropriate room
- Answer phones and respond to any questions raised
- Monitor the surgery schedule and identify family and friends waiting for patients in surgery
- Follow the protocols set out by the Recovery Room for managing family and friends waiting for patients in surgery
- Log in and deliver flowers brought to the hospital
- Escort visitors, patients, family members, vendors, etc. to various hospital departments or surrounding buildings
- Transport discharged patients and clean the wheelchair
- Carry a hospital phone and respond to requests from various departments
- Take specimens to the lab

**Shift Hours:**

9:00 a.m. – 12:30 p.m.	Monday – Friday
12:30 p.m. – 4:00 p.m.	Monday – Friday
4:00 p.m. – 6:00 p.m.	Monday – Friday
10:00 a.m. – 12:00 p.m.	Saturday & Sunday
12:00 p.m. – 2:00 p.m.	Saturday & Sunday

**Pre-Op/Recovery, 5555 West Las Positas Blvd., Pleasanton**

- **Overview:** This is a very physical position. A considerable amount of walking and pushing gurneys is required. The ability to transport a person weighing 200 pounds in a wheelchair is required. Mandatory wheelchair training is provided.

**Tasks:**

- Assist in both the pre-op and recovery room areas
- Clean and make-up gurneys
- Transport empty gurneys to pre-op
- Carry patient's belongings to recovery or to their assigned room
- Transport discharged patients in wheelchairs
- Sanitize monitoring equipment
- Tie up and place dirty linen bags when needed
- Restock supplies in bedside cabinets
- Check and restock gowns, pillows and linens
- Take specimens to the lab

**Shift Hours:**

9:00 a.m. – 12:30 p.m.	Monday – Friday
12:30 p.m. – 4:00 p.m.	Monday – Friday
4:00 p.m. – 6:00 p.m.	Monday – Friday (Juniors)

## **Ambassador, 5555 West Las Positas Blvd, Pleasanton**

**Overview:** This position is the “face of the hospital.” A patient’s impression of the hospital and, ultimately, their review of their hospital stay can be affected by their interactions with an ambassador. Very good interpersonal skills are a must. A considerable amount of walking is required.

### **Tasks:**

- Visit all patients in their rooms (numerous exceptions apply)P
- Talk with patients who desire company or who need some additional support
- Notify nurses of any patient requests or needs
- Straighten up rooms if patients request
- Place patient’s items where they can be easily reached
- Refill water pitchers and provide hot blankets (with nurses approval)
- Move food trays (with nurse’s approval)
- Offer papers, books, magazines, glasses, etc. to patients
- Offer brushes, glasses, etc. to the patients
- Replenish supplies in patient rooms and personal protection equipment boxes located in the hallways on 1, 2 & 3 West
- Perform wheelchair transports (when requested)
- Take specimens to the lab (when requested)
- Take thank you cards from Maternal Child to mail room
- Replenish supply cart and crib drawer in Maternal Child
- Provide water to patients
- Provide coffee, juice and ice cream to family members in Maternal Child only
- Prepare celebratory tables in Maternal Child
- Prepare admit packets and going home booklets in Maternal Child (special training needed)

### **Shift Hours:**

9:00 a.m. – 12:30 p.m.	7 Days a Week
4:00 p.m. – 7:00 p.m.	7 Days a Week

## **Gift Shop, 5555 West Las Positas Blvd., Pleasanton**

**Overview:** The gift shop provides services in the form of merchandise for sale as well as a friendly face and an ear to listen when needed. Good interpersonal skills are a must. Basic computer skills are required.

### **Tasks:**

- Use a computerized cash register
- Fill balloons

- Take telephone orders
- Basic shop keeping (i.e., dusting, stock fill-in, etc.)

**Shift Hours:**

8:30 a.m. – 12:30 p.m. Monday – Friday  
 12:30 p.m. – 4:30 p.m. Monday – Friday  
 11:00 a.m. – 3:30 p.m. Saturday & Sunday

**In-House Laboratory, 5555 West Las Positas Blvd., Pleasanton**

**Overview:** The in-house laboratory processes the specimens that are collected from patients in the hospital, out-patient laboratory and from pre-op testing. Considerable walking may be necessary.

**Tasks:**

- Transport specimens from emergency room to lab
- Pick up collected specimens from the hospital floors
- Dispose of expired specimens
- Prepare blood culture bottles packages
- MPA specimen tracking
- Stock MPA trays of consumables
- Centrifuge extra tubes

**Shift Hours:**

4:00 p.m. – 7:00 p.m. Monday – Friday  
 12:00 p.m. – 3:00 p.m. Saturday & Sunday  
 3:00 p.m. – 6:00 p.m. Saturday & Sunday  
 6:00 p.m. – 9:00 p.m. Saturday & Sunday

**Dietary, 5555 West Las Positas Blvd., Pleasanton**

**Overview:** Volunteers handle tasks for the hospital Food and Nutrition Services. Patient safety is extremely important in this position with hand hygiene being the most important. Hairnets, with hair tucked completely inside, must be worn at all times in the kitchen. Non-slip/non-skid shoes are recommended for your safety.

**Tasks:**

- Restock various food items (i.e. juice, pudding, condiments, etc.)
- Portion out salad dressing
- Line patient meal trays
- Transport pots and pans to the dish room
- Put away clean dishes
- Wrap food items for patient trays
- Other tasks as requested by the manager or lead cook

**Shift Hours:** 5:00 p.m. – 7:00 p.m. Monday – Sunday

### **Cancer Center, 5725 West Las Positas Blvd, Pleasanton**

**Overview:** This position requires a delicate nature and requires that the volunteer be loving and caring with the patients. Volunteers must have emotional maturity and good listening skills. Potential volunteers will be interviewed to ensure that they are capable of handling sensitive information and the ability to maintain confidentiality.

#### **Tasks:**

- Offer treats to the patients
- Cover patients with a blanket if they are cold
- Talk with the patients if they desire
- Provide emotional support for the patients and help them through the three or four hours of treatment
- Help the nurses so they can perform their tasks

#### **Shift Hours:**

9:00 a.m. – 12:30 p.m.	Monday – Friday
12:30 p.m. – 4:00 p.m.	Monday – Friday

### **Resource Center, 5725 West Las Positas Blvd., Suite 270, Pleasanton**

**Overview:** This is a medical resource center. This center also provides wigs to cancer patients. Good interpersonal skills and office skills are needed. Computer skills are required.

#### **Tasks:**

- Assist people in finding information on medical conditions by searching the internet, directing them to books, videos and journal articles
- Use the computer to check-out and check-in books and other media
- Return books to shelves and check shelves to ensure that books are in their proper place
- Scan and copy materials to send to doctors/nurses upon request
- Perform other tasks as requested by staff
- Optional: Assist with wig fitting for cancer patient

#### **Shift Hours:**

10:00 a.m. – 2:00 p.m.	Monday
10:00 a.m. – 1:30 p.m.	Tuesday – Thursday
1:30 p.m. – 5:00 p.m.	Tuesday – Thursday

## **DUBLIN POSITIONS**

### **Urgent Care, 4000 Dublin Blvd., Suite 150, Dublin**

**Overview:** This is a clinic for patients with minor injuries or illnesses. This can be a physical position requiring a fair amount of walking and being on your feet.

#### **Tasks:**

- Clean examination rooms after patients are discharged
- Stock gowns, linens and supplies in the examination rooms
- Check for outdated supplies
- Perform tasks as requested by the nurses such as make ice packs, get warm blankets, drinks and/or crackers
- Replenish the refrigerator in the utility room
- Transport discharged patients

#### **Shift Hours:**

5:00 p.m. – 8:00 p.m.	Monday – Friday
10:00 a.m. – 1:00 p.m.	Saturday & Sunday
1:00 p.m. – 4:00 p.m.	Saturday & Sunday
4:00 p.m. – 7:00 p.m.	Saturday & Sunday