



ST. CHARLES HEALTH SYSTEM
Bend Campus Volunteer Opportunities
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St. Charles Cancer Center

Patient Ambassadors & Greeters

Greet and direct patients, families and visitors entering the Cancer Center of the Cascades to appropriate areas and traffic control. Assist nurses and staff with escorting of patients to treatment rooms and infusion area. Maintain integrity of lobby. Update patients in waiting areas on delays. Retrieve relief items for patients such as warm blankets, juice, and hot or cold beverages.

Integrative Therapies Volunteer

Licensed Reiki and Massage Therapists are welcome to assist the cancer patients with complimentary therapies. Please note that special certifications are required for these positions.

Off-Site Program/Clinic Assistance

Get involved with Harvest of Hope! St. Charles offers a program where we will purchase and deliver groceries to Cancer patients that are focused towards a healthy lifestyle and aid in the healing process due to their treatments. Or join High Risk Breast Cancer Clinic and work with patients actively attempting to learn more about the seriousness of breast cancer and their journey through it.

Patient & Family Liaison

***Emergency Department Volunteer**

Greet and direct patients, families, and visitors. Assist nurses and ED staff with escorting visitors (excludes patients) to treatment rooms. Report problems in waiting area to Triage Nurse and/or Assistant Unit Manager. Update patients in waiting areas on delays. Retrieve relief items for patients in waiting areas such as warm blankets or ice bags by direction of Triage Nurse.

***General Service Volunteer**

Transport patients, deliver items throughout the hospital, and miscellaneous errands. Continuous walking required. Additional information given to be 'certified' in blood transport from our laboratory to patient rooms. Must be able to move patients of varying sizes in wheelchairs.

Guest Escort

Assist with escorting of patients from south entrance to designated areas of hospital. Must be able to walk continuously throughout shift and capable of pushing patients in wheelchairs. This shift is early mornings prior to main front desk volunteers' arrival. Works directly with Guest Services department.

Information Desk

Answer phones, greet guests, and direct them accordingly. Is in control of assignments given to General Service Volunteers. Requires sitting for the duration of your shift(s). Familiarity with hospital and community recommended. Computer skills highly recommended, but not required.

***Intensive Care Unit (ICU)**

Acts as a liaison between staff and visitors. The volunteer's presence is designed to reduce the anxiety of families and assist the staff in providing information and support. Excellent communication and interpersonal skills required.

***Surgery Patient Information Desk (SPI)**

Serve as a liaison and point person for families who have loved ones in surgery. Computer skill is preferred, but not necessarily required. Good communication skills are a must and empathy required as well. Responsible for delivering charts, escorting patients to specific areas, and connecting doctors and families together as necessary.

***Patient Visitors**

Some of our patients on the upper floors get bored and lonely throughout the day. Sometimes a smiling face and a helping hand are all that separates them from depression and a recovery-focused demeanor. Spend some time talking with them, reading to kids, playing a game or two, or just watching television. The mere presence, at times, can have amazing healing properties. Patients push a cart containing supplies like newspapers, books, coloring items, puzzle books, magazines, and more to assist in the recovery of our patients awaiting discharge or further medical treatment.

Pediatrics Greeter

Our nurses can experience an overload of work during the morning hours with regards to shift changes, doctor updates, patient requests, etc. We are now offering a morning position that will assist nurses in letting people into the secure unit, answering phones, filing, and managing the more clerical-based jobs that allow our nurses to focus more on patient care for our younger generation.

Clerical Services

Data Entry & Admitting/Pre-Surgery

Perform clerical projects as requested. (i.e. compile packets, adhere labels, fold and stuff envelopes) Data Entry positions also needed: perform data entry projects as requested. Computer Literacy: Ability to learn and apply basic computer skills including locating and opening documents, completing forms, opening and send email messages.

Additional Areas Utilizing Clerical Volunteers

St. Charles uses Volunteers in multiple areas including Cardiac Rehab, Education, Cancer Center, Utilization Review, Foundation, Heart Center, Nutritional Services and more! The specific nature of these tasks are to be determined by the specific department. Inquire as to what departments are currently seeking clerical Volunteers. This position is generally the most flexible on our roster.

Retail Services:

Gift Store & Flower Kiosk

Greet customers and ring up sales in Point-of-Sales cash register. Provide a friendly caring atmosphere to all our customers. Be knowledgeable about store inventory and merchandise available. Greet customers upon approach to the kiosk. Assist customers with purchases and processes phone orders.

Pharmacy

Greet visitors entering the Retail Pharmacy, get prescriptions, and document all transactions. Stock and receive medications. Check expiration dates on medications. Provide assistance in whatever capacity is necessary as directed by Pharmacy staff members.

[St. Charles Hospice](#)

Hospice Volunteer

Visit patients and families in their home providing companionship, friendly visits or respite for caregivers. Assist with administrative tasks in the office. Work with hospice bereavement coordinator to co-facilitate support groups or provide bereavement check-in visits or phone calls. Contact Hospice Volunteer Coordinator, Lisa McGowan at 541-706-6700 or lamcgowan@stcharleshealthcare.org. Volunteers needed throughout Central Oregon.

[Atmospheric Support:](#)

Musicians

Create a healing environment for guests and staff by playing quiet, background music in our lobby. Generally looking for talented piano players and guitarists. Additional instruments considered on a case-by-case basis. Eligibility based upon simple audition and education. Music may be played on the floors where patients stay pending a request to the floor manager.

Art in the Hospital

Our dedicated teams of Volunteers help organize, hang, straighten, and keep tabs on the beautiful pieces of art that you see throughout our hospitals. Whether it's in a hallway, a waiting room, or a patient room, our teams support local artists by proudly showcasing their work for the betterment of our patients and their families! This task is randomly scheduled based on the artist and availability of our Volunteers.

[Family Birthing Center \(FBC\) & Neonatal Intensive Care Unit \(NICU\):](#)

Childbirth Education, Mommy & Me Courses, NICU Development Clinic

Come down and share your experience and your love for children by Volunteering to help with our Childbirth Education classes or our Mommy and Me instructional labs! We're always looking for new mothers, seasoned moms, and honorary aunts to come support and help foster the newest generation of our society. Please note: Childbirth Education generally occur on weekends and Mommy and Me classes take place off site through a third-party location. NICU Development Clinics help families experiencing complications from premature birth and birth defects cope, learn, and move towards the future with their situation.

FBC: Newborn Auditory Screeners

Help usher our newest arrivals into the world of hearing by assessing their ear functioning! Computer skills are required in addition to a two-hour online course to become certified by the state. This position is the most 'clinical' Volunteer role that we offer. Great communication skills are a must in order to put new parents at ease with the tests you're administering.

NICU Cuddler & Staff Support (This position currently has a waiting list.)

Soothe and relax infants that are suffering from NAS – Neonatal Abstinence Syndrome – as they attempt to kick and bounce back from a pregnancy riddled with addiction. Most of these babies are withdrawing from addiction to methamphetamine, nicotine, alcohol, or other opioids. This position will require patience and a calm demeanor and continued competency screening from the NICU Staff to assure the safety of the child and its recovery. Additional responsibilities include laundry and linen folding, clerical assistance, answering phones, and unit clean-up and organization.

Pet Therapy:

Dog Therapy Team

Come help soothe patients, families, and staff using our four-legged friends! Take your dog through multiple floors on special visits using dog's natural calmness healing energy promote a speedy and comfortable recovery from even the most strenuous of procedures. Please note registration with ATD, TDI, or Pet Partners is required. We do have Pet Partners Certified Evaluators on staff to assist you. In addition, annual exams, vaccinations, and tests are required for participation in this program.

Miscellaneous:

Hair Therapy

Are you a certified hair stylist in the state of Oregon? Do you take pride in making people who may be feeling their worst look their ultimate best? We have long-term patients who request some assistance in getting their hair styled, cut, etc. Sign on today to be an on-call stylist making our healthcare floors a little more fashionable!

Knitting & Sewing

Are you an avid seamstress? Can you crochet, knit, or turn yarn into amazing pieces of clothing or other objects? We have a group of people who are constantly hitting their machines and making newborn baby blankets, jumpers, hats, etc. Our pediatric patients love a cozy blanket and our elderly patients enjoy losing their chill! And, as a benefit, it's on your own time as you see fit! Please note that this position is expected to work at home on these projects. No reimbursement available.

Shuttle Driver

We have a big campus and we're growing every day! In order to make sure our patients and their families are taken care of to the best of our abilities, we have a golf cart-like shuttle that we need drivers for! We shuttle them to and from their cars, make trips over to the Ronald McDonald House, and more. This position must have a valid drivers' license for insurance purposes.

Emergency Department Room Turnover Specialist

Do you want to work directly in a unit contributing to the functionality of the hospital? Are you more a hands-on type of person? We are looking for people to help turnover rooms that have recently been vacated by discharged patients. This role is essential to keeping our wait times down and our health outcomes for those that need emergency services up.

Substitutes are needed in all areas.

***Areas with late afternoon, evening, or weekend shifts available.**