

Auxiliary Service Positions

Volunteers are trained and not left alone until they feel comfortable performing the tasks/jobs they are asked to perform. Volunteers are expected to commit to a shift and show up for the shifts they commit to. This is not a drop-in program. The following are some of the duties volunteers perform in the various departments within Stanford Health Care - ValleyCare.

LIVERMORE POSITIONS

Ambulatory Surgery Center, 1133 E. Stanley Blvd., Livermore – Can cross-train with Urgent Care, emergency room, surgery.

This is an outpatient surgery facility.

- Greet people, run errands, help wherever needed.
- Clean and make up gurneys.
- Restock all linen supplies as needed.
- Aid patients under nurse's directions (i.e., provide warm blankets, juice, crackers).
- Transport discharged patients in wheelchairs (mandatory wheelchair training is provided).

Shift Hours 9:00 A.M. – 12:30 P.M. Monday–Friday

Auxiliary Office, 1111 E. Stanley Blvd., Livermore

- Deliver to and pick up mail from various departments in two buildings.
- Photocopy documents and other duties as requested by the hospital staff.
- Inventory and stock the refrigerator and snack station in Skilled Nursing and Legends.
- Take specimens to the lab, and run errands.
- Assist Dietary by date stamping Meals on Wheels trays, copying and folding menus.
- May give directions and answer questions from the public.
- Tidy the lobby as needed.

Shift Hours 9:00 A.M. – 12:30 P.M. Monday, Wednesday, and Friday

LIVERMORE POSITIONS, CONTINUED

Ambassador – Skilled Nursing, 1111 E Stanley Blvd., Livermore

- Visit all patients in their rooms (except those in isolation).
- Notify nurses of any patient requests or needs.
- Tidy up room if patient requests.
- Place patient's items where they can be easily reached.
- Refill water pitchers, clear food trays (with nurses' approval).
- Offer papers, book, magazines.
- Stock forms in nursing stations and assist with general cleanup as needed.
- Sit and talk with a lonely patient or one who needs some additional support or just needs to talk.
- Transport patients in wheelchairs (wheelchair training provided)

Shift Hours Variable shift hours - 7 days per week

Urgent Care, 1133 E. Stanley Blvd., Livermore

This is a clinic for patients with minor injuries or illnesses.

- Clean exam rooms after patients are discharged
- Stock gowns, linens and supplies in the various rooms.
- Perform tasks as requested by the nurses, such as run items to the lab, make ice packs, get warm blankets and drinks and/or crackers.
- Replenish the refrigerator in the utility room.
- Transport discharged patients in wheelchairs (mandatory wheelchair training is provided).
- Tidy the lobby as needed.

Urgent Care is open 7 days a week

Shift Hours 10:00 A.M – 1:00 P.M.

1:00 P.M. – 4:00 P.M.

5:00 P.M. – 8:00 P.M.

PLEASANTON POSITIONS

Emergency Room, 5555 W. Las Positas Blvd., Pleasanton

- Volunteers are on their feet for most of their shift and must be able to handle the physical requirements.
- Volunteers are expected to be proactive, looking for ways to be helpful. There is little patient contact as this is a helper position.
- Replenish supplies, clean and make up gurneys.
- Take samples to lab; provide warm blankets, drinks and crackers as requested by staff.
- Transport discharged patients in wheelchairs (mandatory wheelchair training provided).

Emergency Room is open 7 days a week

Shift Hours 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.

Gift Shop, 5555 W. Las Positas Blvd., Pleasanton

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. Volunteers learn how to use a computerized cash register, fill balloons and take telephone orders. The Gift Shop is looking for self-motivated people who are willing to assume basic shop keeping responsibilities (i.e., dusting, stock fill-in, decision making).

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 and Sunday

Floor Service, 5555 W. Las Positas Blvd., Pleasanton – will cross train at Front and Back Desks

- Carry a hospital phone and respond to requests from all departments of the hospital. A lot of walking is required for this position.
- Take specimens to the lab.
- Deliver flowers
- Clean gurneys and wheelchairs.
- Transport discharged patients in wheelchairs (mandatory wheelchair training provided).

Shift Hours 9:00 A.M. – 12:30 P.M.	Monday–Friday
12:30 P.M. – 4:00 P.M.	Monday–Friday

PLEASANTON POSITION (CONTINUED)

Auxiliary Office, 5555 W. Las Positas Blvd., Pleasanton

- Obtain admitting paperwork and distribute to nursing stations.
- Assemble and distribute medical records for Health Information Management.
- Collect and distribute mail and medical records to doctors' boxes and other locations.
- Answer phone, use copy machine.
- Run errands, deliver flowers and mail to patients.
- Assist with assembling packets as needed.

Shift Hours 9:00 A.M. – 12:30 P.M. Monday–Friday
 12:30 P.M. – 4:00 P.M. Monday–Friday

Reception Desk (Front lobby), 5555 W. Las Positas Blvd., Pleasanton – will cross train at Floor and Back Desk

The information desk is where patients and visitors get their first impression of the hospital.

- Greet people with an approachable smile, make eye contact as you give a friendly verbal greeting and an offer to help in any way required.
- Ensure visitors are given badges.
- Use the computer directory to locate patients and direct people to the appropriate locations in the hospital or the surrounding buildings.
- Escort visitors and patients as needed.
- Answer phones and questions visitors may ask, using the C-I-Care template.
- Monitor the surgery schedule and make sure those waiting for patients in surgery are identified and given the appropriate information gathered from doctors and the recovery room.
- Sign for flowers, check that patient or employee is still in the hospital and arrange delivery by the floor volunteers.
- May need to transport discharged patients (mandatory wheelchair training is provided).
- Two (2) volunteers per shift.

Shift Hours 9:00 A.M. – 12:30 P.M. Monday–Friday
 12:30 P.M. – 4:00 P.M. Monday–Friday

Reception Desk (Back Lobby), 5555 W. Las Positas Blvd., Pleasanton – will cross train at Front Desk and Floor.

- Greet incoming people with a friendly smile, an appropriate greeting and an offer to help.
- Ensure visitors are given badges.
- Use the computer directory to locate patients; direct people to the appropriate locations in the hospital or the surrounding buildings.
- Monitor the surgery schedule and make sure those waiting for patients in surgery are identified and given the appropriate information gathered from doctors and the recovery room.
- Take newspapers to Admitting; pick up any folders that need to be delivered.
- Answer phones and visitors' questions, using the C-I-Care template.
- May need to transport patients (mandatory wheelchair training is provided).

PLEASANTON POSITIONS (CONTINUED)

Shift Hours	7:00 A.M. – 9:00 A.M.	Monday–Friday
	9:00 A.M. – 12:30 P.M.	Monday–Friday
	12:30 P.M. – 4:00 P.M.	Monday–Friday

Surgery (Pre-op and Post-Op), 5555 W. Las Positas Blvd., Pleasanton

This is a very physical job. A considerable amount of walking and pushing gurneys and wheelchairs is required.

- Assist in both pre and post-surgical areas by cleaning and making up gurneys, transporting them to the rooms in pre-op, and carrying patients' belongings to recovery or to their assigned room.
- Transport discharged patients to their cars in wheelchairs (mandatory wheelchair training provided).
- Sanitize monitoring-equipment.
- Tie up and replace dirty linen bags when needed.
- Restock supplies in bedside cabinets.
- Check and restock gowns, pillows and linens.
- Take samples 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

Ambassador Program, 5555 W. Las Positas Blvd., Pleasanton

- Visit all patients in their rooms (except those in isolation).
- Notify nurses of any patient requests or needs.
- Tidy up room if patient requests.
- Place patient's items where they can be easily reached.
- Refill water pitchers, clear food trays (with nurses approval)
- Offer papers, book, magazines.
- Stock forms in nursing stations and assist with general cleanup as needed.
- Sit and talk with a lonely patient or one who needs some additional support or just needs to talk.

Shift Hours	9:00 A.M. – 12:30 P.M.	7 days/week
	12:30 P.M. – 4:00 P.M.	7 days/week
	4:00 P.M. – 7:00 P.M.	7 days/week

PLEASANTON POSITIONS (CONTINUED)

ValleyCare Resource Center, 5725 W. Las Positas Blvd. - Suite 270

Good office and computer skills are needed.

- Assist people in finding information on any medical condition by searching the computer and directing them to books, videos and journal articles.
- Assist people in accessing medical websites on the library's computers.
- Use computer to check-out/check-in books and other media
- Return books to shelves and check shelves to ensure books are shelved accurately.
- Scan and copy materials to send to doctors/nurses upon request.
- Perform tasks as requested by staff.
- Optional: facilitate wig fitting for cancer patients.

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

Cancer Center, 5725 W. Las Positas Blvd. Pleasanton

This position requires a delicate nature. Potential volunteers will be interviewed to ensure that they are capable of handling sensitive information, and that they have the emotional maturity, listening skills, and the ability to maintain confidentiality.

This position requires the volunteer to be loving and caring with the patients; offer treats, cover them with a blanket if they are cold; chat with them if they desire; and just be there for them and help them get through the next three or four hours. Be there to help the nurses so they can perform their tasks.

Shift Hours	9:00 A.M. – 12:00 P.M.	Monday–Friday
	1:00 P.M. – 5:00 P.M.	Monday–Friday

DUBLIN POSITIONS

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

This is a clinic for patients with minor injuries or illnesses.

- Clean exam rooms after patients are discharged, stock linens/supplies
- Perform tasks as requested by the nurses, such as make ice packs, get warm blankets and drinks and/or crackers.
- Stock Lab & Rooms with appropriate supplies. Periodically check for expired supplies
- Transport discharged patients in wheelchairs (mandatory wheelchair training is provided).

Shift Hours	10:00 A.M. – 1:00 P.M.	Saturday and Sunday
	1:00 P.M. – 4:00 P.M.	Saturday and Sunday
	5:00 P.M. – 8:00 P.M.	7 days per week

Greeter Position Occupational Health, 4000 Dublin Blvd., Suite 150, Dublin

- Greet people as they enter the building – in a friendly professional manner
- Direct people to the appropriate department (Physical Therapy, Occupational Health, Urgent Care) so they can sign in.
- Direct people to the rest room
- Direct people to other offices in the building (Webster orthopedics, PAMF, etc.) via the main entrance.
- Answer questions and/or direct patients to the appropriate person who can answer their questions
- Give people the forms they need to complete while they wait (if appropriate)

Shift Hours	8:00 A.M – 12:00 P.M.	Monday-Friday
	1:00 P.M. – 5:00 P.M.	Monday-Friday

We do not to accept volunteers who are working off community service hours or college students working for course credits.

Stanford Health Care - ValleyCare requires that cell phones or electronic devices not be used (unless issued by the hospital) while on duty.

Volunteers must be able to work independently after completing their training periods.

Please complete and mail the application and background check document if you are interested in volunteering on one or more of the above positions and mail to the Membership Director, ValleyCare Auxiliary Office, 1111 E. Stanley Blvd., Livermore, CA 94550.