

PLACEMENT DESCRIPTION & PLACEMENT STANDARDS - VOLUNTEER**I. VOLUNTEER INFORMATION:**

Volunteer Signature
Date

II. POSITION INFORMATION:

Department:	Neonatal ICU - NICU
Title:	Cuddlers Volunteer
Education Qualifications:	Complete Volunteer Services Orientation
Population Served:	Newborn
Experience Qualifications:	no previous experience
Special Skills/Aptitudes/Qualities:	High comfort level in holding/handling infants. Good two-way communication skills. Desire to work with infants. Sensitivity to hospitalized patients and their families. Ability to follow and carry out instruction.
Physical Requirements of the Job:	Physical ability to lift and move infant independently. Ability to sit for long period of time. Visual acuity associated with reading. Ability to communicate orally.
Reports to:	Manager Neonatal- ICU, Manager, Volunteer Services, Volunteer Services Specialist, Director, Guest Retail & Volunteer Services
Supervises:	NONE
Last Placement Description Revision Date:	March-17

III. PLACEMENT SUMMARY:

The purpose of the volunteer placement as a lap parent is to assist the staff and families of patients in the Newborn Nursery, NICU (Intensive/Intermediate) in providing infant comfort and stimulation.

IV. MAJOR RESPONSIBILITIES AND ASSOCIATED PLACEMENT-SPECIFIC PERFORMANCE STANDARDS:**A. Completes and continues training as required to be proficient and maintain such in placement area.**

- * Completes initial training for placement area within 6 weeks as documented by area supervisor.
- * Attends continuing education sessions and hospital mandatories as required and/or needed.
- * Completes required Volunteer Services and hospital mandatories as required and/or needed.

B. Follows proper procedure in receiving volunteer assignment for patient interaction.

- * Checks in with the unit secretary or charge nurse for unit details
- * Interacts appropriately with hospital staff, patients and the patient's family
- * Follows appropriate guidelines
- * Adheres to patient confidentiality at all times
- * Informs nurse at the end of the shift of any patient issues or concerns
- * Comes in as assigned and notifies coordinators of any absences

C. Complies with isolation and infection control regulations and techniques as required by the NICU.

- * Follows proper handwashing techniques
- * Gels in and out before and after patient interactions and when necessary
- * Follows hospital patient identification guidelines
- * Follows all patient safety precautions (i.e. falls prevention)

D. Provides care, stimulation and nurturing to infants as assigned. Keeps staff informed of interactions.

- * Provide patient care and appropriate stimulation to optimize neurological growth and infant outcomes
- * Provide four handed care, gently boundaries
- * Provide a calm, safe and neurologically protected environment
- * Hold babies that are unable to eat orally during tube feedings
- * Provide hand hugs during procedures when patients are medically stable

E. Stock family room as needed.

- * Work with staff to identify stocking needs

F. Assist staff with patient families during parent together times

- * Work with staff to identify needs in assisting with family events and meals (set up and take down)
- * Support families and provide family centered care

G. Run errands and assist staff as needed with other departmental duties.

- * Help stock linen within unit
- * Check in with newborn nursery for needed assistance

V. CORPORATE PERFORMANCE STANDARDS

A. The Wake Way of Delivering Outstanding Quality & Safety Outcomes

Practices appropriate hand hygiene. Follows red rule 100% of the time by verifying patient ID and embraces a culture of safety. Adheres to organizational safety policies including Patient Safety Standards. Immediately reports any unsafe situation or practice. Takes initiative to resolve unsafe situations when appropriate, reports errors and near misses. Questions events and engages patients & families. Requests and provides assistance as needed to perform duties safely, utilizes safety resources and equipment as applicable. Produces quality work in an efficient and timely manner. Listens and communicates clearly and effectively with patient, management, co-workers, visitors, staff, vendors.

B. The Wake Way of Ensuring The Delivery of Unsurpassed Service

Always provides excellent Patient and Family experiences. Exhibits behaviors that are consistent with The Wake Way. Welcomes and acknowledges every customer in a friendly and professional manner. Shows pride in appearance, behavior, performance and work environment. Supports a culture of inclusion. Refrains from personal phone calls and conversations in front of patients and visitors.

C. The Wake Way of Achieving and Demonstrating Workforce Excellence

Supports the Wake Way culture of mutual responsibility, pride and teamwork. Never engages in disruptive behaviors. Helps others be successful. Understands WakeMed's mission, vision, values and goals. Completes annual trainings, health requirements and mandatory in-services as required. Understands and complies with organizational policies. Is self-motivated and reliable. Takes responsibility for assigned tasks, decisions and actions. Remains calm under pressure. Is positive and professional at all times. Follows call-in procedure. Consistently reports for assignments as scheduled.

D. The Wake Way of Maintaining Fiscal Responsibility

Works productively and efficiently. Utilizes resources responsibly.

E. The Wake Way of Ensuring Market Development

Presents WakeMed in a positive manner at all times to patients, visitors, co-workers and others in the community. Demonstrates support of the organization and the mission.