VOLUNTEER OPPORTUNITIES FOR HIGH SCHOOL STUDENTS
MISSION VIEJO CAMPUS

Reception Desks - Tower 1 and 2, Campus Guides (AMBASSADORS)

Volunteer assists at one of two main entrances to the hospital. They are responsible for greeting all visitors, staff and patients and are “Ambassadors” to the hospital. As our first impression to the hospital volunteers who consider this position must be friendly, outgoing, and enthusiastic and always serve with a smile. They are responsible for assisting visitors with locating their patient in the hospital, preparing visitor badges, delivering flowers, answering phones, and may run errands for medical departments. Volunteers may assist with discharging patients throughout the hospital and/or escorting visitors to patient rooms, testing areas etc. Must be energetic; enjoy interacting with staff and patients and serving with a smile and embracing our core values of service excellence. Must be knowledgeable about all department locations and how to navigate the hospital. (4 hour shifts – every shift)

Babies First Ride/Maternity Concierge ** (BFR/MCC)

Volunteers assist nurses and staff members on the post-partum unit with patient discharges, directing and assisting visitors, complimentary patient rounding, removal of meal trays, stocking and of patient rooms, making up patient beds and rooms, preparing bassinets, folding blankets and making up baby kits. Must be interested in assisting “new mom and baby” and demonstrate kindness and compassion at time of visits or patient discharges. Volunteers assist on the second floor by monitoring the highly secured unit with visitor management. Must have a keen sense of security and serve with a smile! (4 – 7 p.m. on evenings, and 8:30 a.m. – 12:30 p.m. and 12 – 4 p.m. on weekends)

Emergency Department (ED) (Both Campuses) *

This position is only open to seniors. Volunteers greet and assist incoming patients to the emergency room, assist with stocking patient rooms, preparing blood kits, and running laboratory samples. Must be friendly, mature, and be good at multi-tasking. Appointment to the ED is handled by the Volunteer Manager and Chairperson. (4 hour shift – every shift)

Quest for Quiet (Q4Q)

Volunteers conduct rounding to various departments throughout the hospital. Q4Q volunteers bring comfort products, such as lip balm, ear plugs, herbal hot tea or chocolate to patient rooms. Currently this service is available to the following units: 3 East (surgical floor) 3 West (oncology-cancer), Medical Telemetry, Short Stay, Acute Rehabilitation and Cardiac Telemetry and Cardiac Intensive Care Units. Ideal position for students interested to bring comfort and a smile to a patient’s face. Must be confident, self-motivated, mature, work independently, quietly, be an empathetic listener, and love talking with people and patients. (3 hour shift, 5 – 8 p.m.)

Pre and Post-Operative, and Operating Room Areas (Surgical Services)

Volunteers assist nurses with a variety of duties for patients ready to go into surgery or coming out of surgery. Duties include...
sanitizing equipment and making up gurneys, making surgical packets, acts as a liaison with family members, and runs miscellaneous errands for staff as needed. Must be mature, and have excellent listening skills and be dependable.  
(3 hour shift 4 – 7 p.m.; M-F and 9 a.m. – 12 p.m. Sat/Sun)

Gift Shop
A major service area to our visitors, staff and patients! Volunteers assist customers with selection of gifts, balloons, floral arrangements, and gift wrapping and stocking. Volunteers must be comfortable handling cash and credit card processing. Must be trustworthy, dependable, outgoing, friendly, helpful, competent, and enjoy interacting with the public. The gift shop is an excellent opportunity to gain retail experience and develop customer service skills. Volunteers in this service receive a 1 bonus hour for a 4 hour shift each time they serve. The Gift Shop is a major fundraiser for the student Auxiliary. (4 hour shift weekends only 10 a.m. – 2 p.m. and 2 to 6:00 p.m.)

Shift Manager*
Volunteer is responsible for managing volunteers on their assigned shift, conduct competencies, training, overseeing breaks and assuring coverage at both reception desks. Volunteers typically have one year volunteer experience and must enjoy managing other volunteers. Shift Manager receive 2 hours of service for every 4 hours served. Shift Manager are selected annually and must have been a volunteer for a minimum of one year. (Every Shift)

LAGUNA BEACH CAMPUS

Reception Desk
Student volunteers at our main entrance to the hospital. They are responsible for greeting all visitors, staff and patients and are our “Ambassadors” to the hospital. As our first impression to visitors volunteers must be friendly, outgoing, and enthusiastic and always serve with a smile. They assist security with visitor badge check-in, deliver flowers, answer phones, provide information, and occasionally run errands for medical departments.

Emergency Department (ED) *
Please read ED description under Mission Viejo. (4 hour shift)