Volunteer Opportunities at Mission Hospital

*Ambassadors – Reception Desk
- Greet and welcome patients and visitors to Mission Hospital.
- Provide assistance to patients, family members and visitors.
- Assist with visitor inquiries, paperwork and deliveries.
- Make visitor badges.
- Answer the telephone and assist callers.
- Deliver flowers.

*Campus Guides
- Greet patients, family members and visitors.
- Assist patients, family members and visitors with general building information needs, checking-in/registration, and directions to departments and medical suites.
- Discharge patients to the hospital entrance.
- Work with a team of volunteers.
- Please note this is a physically active position (escorts patients throughout the hospital)

Emergency Help Desk
- Greet patients, family members and visitors in waiting area.
- Provide support to patients and family members by assisting in registration.
- Provide simple comfort items and coordinate special concerns with staff.

Emergency Room
- Clean empty treatment rooms.
- Stock blanket warmers, supply cabinets and room cabinets.
- Conduct frequent walk-arounds within the department.

*Gift Shop
- Assist visitors, patients and employees with their purchases.
- Restock gift items.
- Use cash register and credit card processing machines.
- Must have basic customer service skills.

Nursing Units
- Greet patients, family members and visitors.
- Assist with typical ‘messenger volunteer” tasks, such as specimens to labs, supplies from central station and directional information to visitors.
- Discharge patients.
- Help locate patients for visitors.
- Assist unit secretary by maintaining overall cleanliness of nursing stations and patient rooms.
- Assist patients with settling into room environment.
- Make rounds to patient rooms to determine any pending patient needs.
Volunteer Opportunities at Mission Hospital -continued

*Medical/Surgical Units

- Assist with patient chart packs.
- Deliver specimens to lab.
- Assist family members by keeping them informed as to patients’ locations.
- Wipe down and make up gurneys (beddings, pillows, gown, etc.).
- Keep surgery schedule current and updated with family/visitor information.

*Clerical Positions

- Assist hospital staff with basic clerical duties (filing, data entry, mailings, stocking supplies, etc.).
- Answer telephones and direct callers to appropriate resource.
- Operate various office equipment (fax, paper shredder, computer, copy machine, etc.).

Shuttle Drivers

- Often the first person a patient or visitor will meet – first positive impressions are important
- Must be professional and outgoing and enjoy brightening up someone’s day
- Utilizes a golf cart to pick up and drop off patients, visitors and staff from parking lots or to campus medical buildings
- Must have a valid California driver’s license
- Have a keen sense of hospital departmental locations and community at large
- Be able to provide good directions
- Communicates and works well as a team
- Good vision (okay with correction) and hearing (okay with correction) and good reflexes
- Safety oriented

This is not a conclusive list of all volunteer opportunities. If you have a talent or interest in a department that may not be listed here, please contact our Auxiliary office to consult about other opportunities.

*These positions are available at both Mission Viejo and Laguna Beach Campuses