



*Memorial Medical  
Center*

A Sutter Health Affiliate

*With You. For Life.*

1700 Coffee Road  
Modesto, CA 95355  
(209) 526 4500

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# Volunteer Service Job Descriptions

## **Clerical**

Provides clerical and reception support for the requesting department. Performs filing as requested, makes address/file labels, stuffs envelopes, sorts mail, makes copies on copy machine, and answers phones.

## **Crafts**

Creates patient tray favors throughout the year for all major holidays.

## **Emergency Department**

Assists Emergency Department staff as necessary in the management of the Emergency Department patients and family members, including re-stocking supplies, changing stretchers, keeping blanket warmers filled, and serving light refreshments to family members and patients.

## **Family Birthing Center**

Assists nurses at the Family Birthing Center in the care of Family Birthing Center patients and in maintenance of the unit, including assembly of birthing center tour packets and baby kits, assembling chart packets, stocking supplies, and rocking and cuddling infants.

## **GI/Endoscopy Patient Service**

Assists nurses where necessary in the care of GI/Endoscopy patients and maintenance of unit, including reviewing patient schedules, orienting patients and visitors to the unit, escorting patients and visitors to and from the endoscopy unit, assembling charts, making up and stripping gurneys, and accompanying discharged patients to waiting transportation.

## **Intensive Care/Telemetry/Surgical/Acute Multi-Care Unit**

Assists nurses where necessary in the care of ICU/CCU patients and maintenance of unit, including ordering and stocking supplies and medications.

## **North Tower Lobby Patient Service Desk**

Provides information on location of patients and hospital services, receives and dispatches calls for Admitting and Nursing for patient admissions and discharges, and receives flowers, gifts and mail for patients.

## **North Tower Third Floor Information Desk and South Lobby Information Desk**

Provides information on location of patients and hospital services, collates packages for Surgical Services, X-ray and other departments and makes up mailers.

**Patient Services**

Provides information on location of patients and hospital services, provides wheelchair accompaniment of discharged patients to waiting transportation, delivers morning newspapers, mail and flowers, and runs errands to designated hospital areas.

**Pediatric Unit**

Supports and assists children admitted to the Pediatric Unit to maintain developmental milestones during their hospital stay, including reading stories to or holding infants/toddlers to provide comfort and nurturing when parents are absent, playing games and watching videos with pediatric patients, and assisting in the playroom.

**Surgical Services Center Patient Service**

Greets patients in the Surgical Services waiting area and escorts them to the Surgical Services Center to their designated rooms, delivers nourishment to patients, maintains patient area in a neat manner, stocks bed shelves, assists released patients to their waiting transportation, and strips and remakes beds.

**Surgical Services Family Service Desk**

Greets patients and family members in Surgical Services waiting areas on 2nd and 3rd floors, maintains updated operating room schedule, provides information on surgical status to waiting family members, and informs family members of room assignments.

**Surgical Services Patient Service Desk (Pre-admission)**

Under the direction of the pre-admission RN, assembles interview packets and stickers charts for the next day.

**Tour Guide**

Coordinates tours with Public Relations office and departments to be visited, greets and briefs tour groups in Lobby area, and escorts them to the designated departments.