

VOLUNTEER SUPERVISORS: ROLES AND RESPONSIBILITIES

Supervisors are a vital link in the success of the volunteer program at UCSF Medical Center and UCSF Benioff Children’s Hospital. Establishing a volunteer as an integral part of the department benefits not only the volunteer, but also the staff. All volunteers must complete an info. session, orientation, an initial screening by the department, and health clearances. These steps are necessary to ensure that supervisors are receiving volunteers whose skills and needs match those of the department, and that the volunteers are aware of issues relevant to working in a hospital.

According to UCSF Volunteer Service Department Policy (Section 4-) and in accordance with UCSF Labor Relations review:

“Volunteers may be utilized ONLY to complement duties and functions performed by regularly employed staff. Volunteers may not be used to displace paid staff or utilized in place of hiring from temporary agencies.” In addition, volunteers may not perform clinical or “hands-on” duties.

Labor Relations Policies for CLERICAL-ONLY Placements:

- Volunteers may not serve more than 8 hours a week, and no more than 4 hours in a day
- A maximum of 2 volunteers may be assigned to each department.
- Volunteers may not be used in place of hiring from temporary agencies.

Clerical Volunteer Duties:	Approved
Filing, scanning, and faxing medical records	Yes
UCSF computer log-in	No
Access to APEX	No
Medical Center E-mail Account	No
Access to Department shared drive with PHI (protected health information)	Requires additional approval from Privacy Office
Calling patients to confirm appointments	Yes
Assisting patients at kiosks to sign-in and for payments with patient acknowledgment and approval	Yes

The following lists the steps necessary to request a volunteer:

1. Volunteer Request Form:

A Volunteer Request form must be completed and approved by Volunteer Services prior to volunteer placement. Volunteer Request forms may be obtained by calling the Volunteer Services Department at 353-1196 (Parnassus) or 476-1415 (Mission Bay). Volunteer supervisors should contact the department with any questions/concerns prior to completing the request form. After receiving an approved Volunteer Request form, the Volunteer Services Department will begin to recruit for the position.

Supervisors of volunteers are not required to be Managers or Supervisors. You may delegate the responsibility to a staff member who is more readily accessible.

2. Information Session:

Prospective volunteers attend a 1 hour Informational session to learn about the requirements to volunteer prior to attending a volunteer orientation.

3. Orientation:

Orientations are held quarterly. If you have a designated volunteer in mind, the volunteer should contact the Volunteer Services Department to schedule a separate orientation (pre-arranged session).

4. Interview & Referral Form:

After attending an orientation and being interviewed by the Volunteer Services Department, the volunteer will be given a referral form and will be advised to contact the supervisor of volunteers in the department in which they would like to serve. The volunteer will return the completed referral form with the start date and schedule to the Volunteer Services Department.

5. Health Clearances:

Volunteers must provide verification of the following:

- Two negative Tuberculin skin tests (one within the past year and one within the past 3 months) or 1 Negative QuantiFeron Blood Test within the past year and one negative TB skin test completed within the past 3 months. If you have a positive TB skin test result, you must have a negative chest x-ray report completed within the past year.
- MMR (Measles, Mumps, Rubella): proof of two vaccinations or positive blood titer
- Chicken Pox (Varicella): proof of two vaccinations or positive blood titer
- Hepatitis B vaccination series is also required for volunteers assigned to the Emergency Department
- Tdap Vaccine (Tetanus, Diphtheria, Pertussis - must have been administered after 2005)
- Annual Seasonal Flu Vaccine

6. Background Check

A background check is required for all volunteers 18 and over.

7. Training:

Nursing Unit, Child Life, F.A.S.T., Emergency Department, Patient Services Ambassador, Patient Relations Rounders, and Volunteer Services Department volunteers must attend an additional training session prior to beginning their volunteer assignment.

8. Uniform and ID Badge Requirements:

Volunteers are required to wear an identifying I.D. badge and uniform at all times. Uniforms are available through the Volunteer Services Office at Parnassus (505 Parnassus, Room M-167) and Mission Bay (1975 4th Street, Room C1948) and I.D. badges are available from the Medical Center Security Office at Parnassus (505 Parnassus, Room M-192) and Mission Bay (1975 4th Street, Room C1913).

9. Recording Volunteer Hours:

Volunteers are required to record their hours in the Volunteer Services Office each time they volunteer. If volunteering during evenings or weekends, volunteers may record their hours on a clipboard kept on the Volunteer Services Department door (Parnassus volunteers). Evening/weekend volunteers at Mission Bay may record their hours online through the Volgistics Volunteer database: <https://www.volgistics.com/ex/portal.dll/?FROM=8035>.

10. Volunteer Injury:

In case of body substance exposure, accident or injury, volunteers must immediately report to their supervisor. The supervisor should follow the same procedure for injuries with paid staff by sending the volunteer to Occupational Health Services or to the Emergency Department for emergency care when Occupational Health Services is closed. Registered Medical Center volunteers are covered under Accident and Liability Insurance.

11. Issues/Concerns:

If supervisors are unable to resolve any issues or concerns regarding volunteers, please contact the Volunteer Services Department at (415) 353-1196 (Parnassus) or (415) 476-1415 (Mission Bay).