

**VOLUNTEER RESOURCES DEPARTMENT**  
**Royal Jubilee Hospital**

UPDATED: FEB2020 by C.Stewart

**Volunteer Opportunities at RJH** *ADULT APPLICANTS (Aged 18+)*

**Special Notes:** ☒

**Volunteer programs are split into key areas:** Administrative, Leadership, Wayfinding, Pain Program, Patient Experience, and Partner Programs (see below)

Volunteers commit to a weekly shift in a program. You can pick up a second shift in a program, or another program, if it works for your schedule

Shifts are from 2 to 4 hours long, and cannot exceed 4 hours

The volunteer commitment is a minimum of 60 hours (usually 6 months of volunteer service)

Youth may participate in some Adult volunteer programs on a case-by-case basis

- *Adult Volunteers do also take part in assignments that Youth Volunteers do (however in separate shift times), and participate in the Youth Program as Leaders*

See our webpage for our [Step Up Youth Program details](#)

**Step Up Youth Program Assignments:** (again, these are also Adult Roles, on separate shifts from each other)

Administration Support Levels 1 & 2

Discharge Program & Ambassador Volunteer Program

Patient Mobile Library Cart

Musical Entertainment

PCC Information Desk

Social Support & Special Events

*Note: Administration & Leadership roles require a one year commitment*

**For our April 2020 intake/interview dates, we are currently recruiting volunteers for the following areas:**

Assignments	Program <i>if applicable</i>	Description	Shifts Available
Administrative Support Level 1 - MS Clinic	Administration Support	One shift per week, 2 in length; weekdays preferred	One weekday shift per week During business hours Partner Shift, one per week, 2-3 hours in length
Administrative Support Level 1 - VR Office	Administration Support	Assist the Volunteer Administrator in the Volunteer Resources office with administrative tasks. One shift per week, 2-3 hours in length; weekdays preferred	Program Schedule is 7 days per week, based on volunteer best availability. Weekday business hours are preferred One shift per week, 2-3 hours in length; weekdays preferred
Administrative Support Level 2 - Database Specialist / VR Office	Administration Support	Data Entry into volunteer profiles into an information database; must have excellent keyboarding skills with a typing speed of 50 wpm or more; suitable for those who can work on their own, be reliable, and take initiative. One shift per week, 2-3 hours in length; weekdays preferred	
Administrative Support Level 2 - Statistics & Reporting volunteer	Administration Support	Compile statistics from major volunteer programs, and provide reports from template on a monthly, quarterly, and annual basis. Great for people who have strong analytical skills. One shift per week, 2-3 hours in length; weekdays preferred	
Administrative Assistant Level 3 Volunteer - Recruitment Support	Administration Support	Assist the VR Volunteer Administrator by maintaining the list of opportunities on the Island Health website, and Volunteer Victoria website; requires ability to take initiative and planning.	
Administrative Assistant Level 3 Volunteer - Volunteer Intake Assistant	Administration Support	Assist the VR Volunteer Administrator in the Intake System Steps process, with the onboarding of new volunteers. A team of 4 - 5 volunteers make up the Admin Support team.	
Administrative Assistant Level 3 Volunteer - VR Office Volunteer Team Leader	Administration Support	Lead the Admin Support volunteer team; train new volunteers, and assist the Volunteer Resources Volunteer Administrator to assist in the smooth functioning of the volunteer team.	
Youth Advisor (Step UP Youth Program)	Step Up Youth Program	Youth Advisors lead their team of Youth on a set day each week, ensuring that they are learning, leading, and carrying out the C.A.R.E. values in all of their volunteer activities. This role is great for someone who enjoys working with youth, is encouraging, has leadership abilities, or would like to develop them further	
Volunteer Team Leader/Scheduler	Administration Support	Support the Volunteer Administrator by leading a team of volunteers in one of the 35 programs at RJH. Maintain volunteer team communications, complete the monthly volunteer schedule, and coordinate/hold training shifts for new volunteers	Varies - involved remote and on-site volunteer work and leadership duties

**Please see the full list of our volunteer assignments and programs below**

Assignments	Program <i>if applicable</i>	Description	Program Schedule
Research Volunteers Research & Capacity Building	RCB Research Support	Gain firsthand experience in research conducted in a laboratory, clinical or administrative setting - conduct guided literature searches, assist in preparation of submissions, reports, publications, and presentations, assist in research related scheduling.	Varies; Please contact ResearchVolunteer@VIHA.CA
Step Up Youth Program	Step Up Youth Program	Step Up and C.A.R.E.E., Step Up and Learn, Step Up and Lead! Learn valuable skills and gain experience in the hospital environment! The Step Up Youth Program is Volunteer Resources' official program for youth at Island Health. Volunteers commit to a shift each week, where they attend shifts with a team of people, and are led by a Youth Advisor. The program has roles in: Musical Entertainment, Social Support, Patient Mobile Library Cart, Admin Support, Discharge Program, PCC Information Desk.	Program runs during school, from first Tuesday of September second Sunday of April; Must commit for the school year, with option to continue in the summer months ; <b>IN ALL PROGRAMS LISTED BELOW:</b> Shifts are once per week; Shifts Run: Monday-Friday 4 p.m. to 6 p.m. or Saturday & Sunday 11 a.m. to 1 p.m.
<b>ADMINISTRATIVE VOLUNTEER POSITIONS</b>			
Administrative Support Level 1 - Kidney Care Clinic	Administration Support	Prepare Information Packages for those who take part in the Kidney Care Clinic.	One weekday shift per week During business hours Two volunteers per shift, 2-3 hours in length
Administrative Support Level 1 - MS Clinic	Administration Support	One shift per week, 2 in length; weekdays preferred	One weekday shift per week During business hours Partner Shift, one per week, 2-3 hours in length
Administrative Support Level 1 - VR Office	Administration Support	Assist the Volunteer Administrator in the Volunteer Resources office with administrative tasks. One shift per week, 2-3 hours in length; weekdays preferred	Program Schedule is 7 days per week, based on volunteer best availability. Weekday business hours are preferred One shift per week, 2-3 hours in length; weekdays preferred
Administrative Support Level 2 - Database Specialist / VR Office	Administration Support	Data Entry into volunteer profiles into an information database; must have excellent keyboarding skills with a typing speed of 50 wpm or more; suitable for those who can work on their own, be reliable, and take initiative. One shift per week, 2-3 hours in length; weekdays preferred	
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Administrative Assistant Level 3 Volunteer - Recruitment Support	Administration Support	Assist the VR Volunteer Administrator by maintaining the list of opportunities on the Island Health website, and Volunteer Victoria website; requires ability to take initiative and planning.	
Administrative Assistant Level 3 Volunteer - Volunteer Intake Assistant	Administration Support	Assist the VR Volunteer Administrator in the Intake System Steps process, with the onboarding of new volunteers. A team of 4 - 5 volunteers make up the Admin Support team.	
Administrative Assistant Level 3 Volunteer - VR Office Volunteer Team Leader	Administration Support	Lead the Admin Support volunteer team; train new volunteers, and assist the Volunteer Resources Volunteer Administrator to assist in the smooth functioning of the volunteer team.	
Library Organizer (Librarian)	Administration Support	Organize and maintain the library	
Volunteer Recognition Committee	Administration Support	Do you enjoy planning and organizing events? Are you creative and full of great ideas? Well if so you're in luck, spots have recently opened up in the Volunteer Recognition Committee and we want you to join our team! Some of our previous events have included the following: Volunteer Holiday Party, Volunteer Appreciation Bocce Ball Party, Midsummer Night's Bocce Ball Party and much more to come! Members of the committee usually spend 12-15 hours a week during the month of an upcoming event. This time is spent planning, preparing and completing any required action items for the event.	Seasonal position, as event key times are usually December & April
<b>LEADERSHIP VOLUNTEER POSITIONS</b>			
Volunteer Team Leader/Scheduler	Administration Support	Support the Volunteer Administrator by leading a team of volunteers in one of the 35 programs at RJH. Maintain volunteer team communications, complete the monthly volunteer schedule, and coordinate/hold training shifts for new volunteers	Varies - involved remote and on-site volunteer work and leadership duties
Volunteer Team Leader (VTL) Mentor	Administration Support	This leadership role assists the Volunteer Administrator with ensuring that all leadership volunteers are supported in their roles, ensures project and task completion; communication; prepares meeting agendas and minutes	Varies - involved remote and on-site volunteer work and leadership duties

Youth Advisor (Step UP Youth Program)	Step Up Youth Program	Youth Advisors lead their team of Youth on a set day each week, ensuring that they are learning, leading, and carrying out the C.A.R.E. values in all of their volunteer activities. This role is great for someone who enjoys working with youth, is encouraging, has leadership abilities, or would like to develop them further	Shifts run Monday through Sunday 4:00 p.m. - 6:00 p.m.
<b>WAYFINDING VOLUNTEER POSITIONS:</b>			
Admitting Support - Patient Placement Assistant	Wayfinding Program	Volunteers participate in inpatient admissions by guiding patients and their paperwork to the appropriate waiting area elsewhere in the hospital. Volunteers shuttle between the admitting desk, clinics in the concourse, and upper levels of the hospital, including surgery. Involves walking for a majority of the shift	Program Schedule runs five days per week, 4 shifts per day. Partner shifts required in this program There are 56 shifts per week in this program: Monday - Friday 7:00 a.m. - 10:00 a.m. 10:00 a.m. - 1:00 p.m. 1:00 p.m. - 4:00 p.m. SUYP - 4:00 - 6:00 p.m. weekdays and 11 a.m. - 1:00 p.m. weekends) Saturday & Sunday 8:00 a.m. - 11:00 a.m. 1:00 p.m. - 4:00 p.m.
Information Desk Attendant - Patient Care Centre	Wayfinding Program	Volunteers provide guidance to both visitors and patients seeking various locations within the Royal Jubilee Hospital. For visitors looking for a patient, volunteers locate the appropriate room number and unit, and will escort the visitor as required. The assistance from the PCC volunteers decreases the stress of navigating such a large hospital (for anyone that may require it).	Program Schedule runs seven days per week, four shifts per day. Preferably partnered shifts. There are 56 shifts per week in this program: Monday - Friday 7:00 a.m. - 10:00 a.m. 10:00 a.m. - 1:00 p.m. 1:00 p.m. - 4:00 p.m. SUYP - 4:00 - 6:00 p.m. weekdays and 11 a.m. - 1:00 p.m. weekends) Saturday & Sunday 8:00 a.m. - 11:00 a.m. 1:00 p.m. - 4:00 p.m.
Way Finding, Information and Direction Volunteer	Wayfinding Program	Support Hospital Visitors and patients by escorting and guiding them to where they need to go in the hospital. Walking is required for this role.	Program Schedule runs five days per week, 2 shifts per day. Partner shifts NOT required in this program There are 8 shifts per week in this program: <b>Monday - Friday</b> 7:00 a.m. - 11:00 a.m. 11:00 a.m. - 3:00 p.m.
<b>PAIN PROGRAM VOLUNTEER POSITIONS</b>			
Pain Program - Art Cart	Pain Program	Assist the Occupational Health team with activities and classes for outpatients in the Pain Program at RJH	Contact the Pain Program at: Katalin.Piller@viha.ca
Pain Program - Meditation Group	Pain Program	Assist the Occupational Health team with activities and classes for outpatients in the Pain Program at RJH	
Pain Program - Tai Chi/Or Yoga	Pain Program	Assist the Occupational Health team with activities and classes for outpatients in the Pain Program at RJH	
<b>PATIENT EXPERIENCE VOLUNTEER POSITIONS</b>			
Aboriginal Health - Aboriginal Patient Visitor	In-Patient Units	Volunteers of aboriginal ancestry provide patient support to aboriginal patients and their families	Varies, as shift may depend on family or patient requests
Adult Surgical Daycare	Day Clinic Programs	Volunteers heighten each patient's experience and care provided after patient procedures. Volunteers provide assistance in escorting patients by wheelchair to either the Discharge Lounge, or the Main Entrance. Furthermore, volunteers provide support to the nurses by maintaining sufficient stock in certain supplies and keeping units with all the necessary articles for future patient arrivals.	Program schedule runs five days per week (M-F) 1 shift per day, no partner Monday 4:00 - 6:00 p.m. Tuesday 4:00 - 6:00 p.m. Wednesday 4:00 - 6:00 p.m. Thursday 4:00 - 6:00 p.m. Friday 4:00 - 6:00 p.m.
Ambassador Volunteer/ Discharge Program (Shared Role - see Discharge Program)	Patient Care Centre (PCC) In-Patient Units	Volunteer Ambassador greet newly admitted patients, and give them the information that they need regarding their hospital stay. Volunteer Ambassadors enhance the Patient Experience for each of our patients that we meet, to provide information, and to promote the use of amenities and services (for them and their family) that Island Health has to offer.	Program Schedule Runs five days per week Monday - Friday, 3 shifts per day 9:00 a.m. - 12:15 p.m. 12:15 - 4:00 p.m. 4:00 - 6:00 p.m. (April - August only)
Art Play Facilitator - Alternative Level of Care Unit	Patient Care Centre (PCC) In-Patient Units	A group of approved patients are gathered by the staff to attend an Art Play session with you. All activities are focused on fun and positive activities. set-up & clean-up/ take down included in shift time.	One shift per week 2-3 hours in length Session is only one hour Weekdays and business hours preferred
Colposcopy Clinic Greeter & Guide Cystoscopy Clinic Greeter & Guide Scope Clinics	Day Clinic Programs	Volunteers orientate patients to the rooms and pre-procedure process. Volunteers support the patients and give them information.	<b>Colposcopy Clinic:</b> Tuesday 8:00 a.m. - 12:00 p.m. Wednesday 8:00 a.m. - 12:00 p.m. Thursday 8:00 a.m. - 12:00 p.m.  <b>Cystoscopy Clinic:</b> Monday 12:30 p.m. - 4:30 p.m. Tuesday 12:30 p.m. - 4:30 p.m. Wednesday 12:30 p.m. - 4:30 p.m. Thursday 12:30 p.m. - 4:30 p.m. Friday 8:30 - 12:30 p.m.

Discharge Program Assistant	Discharge Program	Provide a smooth, comfortable, and safe transition of discharged patients from clinical care to the Discharge Lounge, while they wait for their ride home, thus enhancing a patient's experience in their transition back into their community.	Program Schedule Runs five days per week Monday - Friday, 3 shifts per day There are 15 shifts per week in this program. Shifts can be partnered 9:00 a.m. - 12:15 p.m. 12:15 - 4:00 p.m. 4:00 - 6:00 p.m. (April - August only)
Emergency Department Triage & Ambulatory Support	Emergency Department Program	Volunteers greet and provide information and reassurance, support, and resources for patients, families/friends of patient, and enhance guest relations for the Emergency Department. Volunteers will act as a liaison between families/visitors and the Emergency Department.	Program Schedule runs seven days per week, four shifts per day. Preferably partnered shifts. There are 56 shifts per week in this program: Monday - Sunday 10:00 a.m. - 1:00 p.m. 1:00 p.m. - 4:00 p.m. 4:00 p.m. - 7:00 p.m. 7:00 p.m. - 10:00 p.m.
Medical Imaging Assistant	Medical Imaging Program	Assist in Medical Imaging department by greeting the public to ensure they are in the correct department. Prepare patients for their Xray if appropriate. Ensure all change and waiting rooms are tidy and well stocked. Help ease any anxiety patients may experience while waiting for procedures.	Program Schedule runs five days per week, Monday - Friday Three shifts per day. No partner, but shifts overlap by 30 mins. There are 15 shifts per week in this program: 8:30 a.m. - 11:30 a.m. 11:00 a.m. - 2:00 p.m. 1:30 p.m. - 4:30 p.m.
Musical Entertainment (Piano, flute, guitar, etc)	Patient Care Centre (PCC) In-Patient Units	Provide musical entertainment for patients on units in a group setting.	Program Schedule can run 7 days per week Shifts are 1 - 2 hours long Based on volunteer availability, and best times to visit patients on units (SUYP - 4:00 - 6:00 p.m. weekdays and 11 a.m. - 1:00 p.m. weekends)
Renal Dialysis	Renal Dialysis Program	Patients have to have this life saving treatment for 4 hours, three times a week and can get bored! We are looking for volunteers who aim to interact with patients, spend time with them and engage in activities that will help to ease the boredom and may even provide an opportunity for patients (and volunteers) to learn new things. The volunteers in the unit also have an important role in guiding patients to weigh in and ensure they are comfortable and in the correct area for treatment.	Program Schedule runs seven days per week, Monday - Sunday 1 shift per day. Shifts can be partnered. There are minimum 14 available shifts per week in this program: 9:00 a.m. - 11:00 a.m. Or 10:00 a.m. to 12:00 p.m. Or 1:00 to 3:00 p.m. (SUYP - 4:00 - 6:00 p.m. weekdays and 11 a.m. - 1:00 p.m. weekends)
Patient Mobile Library Cart	Patient Care Centre (PCC) In-Patient Units	Provide patients with books and magazines to make their stay more pleasant. Collect book and magazine donations. Organize our library and cart.	Program Schedule runs seven days per week, Monday - Sunday Two shifts per day. Shifts can be partnered. but shifts overlap by 30 mins. There are 21 shifts per week in this program: 11:30 a.m. to 2:30 p.m. (SUYP - 4:00 - 6:00 p.m. weekdays and 11 a.m. - 1:00 p.m. weekends)
Social Support Volunteer (patient visiting, activities, and special requests)	In-Patient Units	Social Support volunteers visit patients and their families, and hold a friendly visit. Volunteers deliver cards and Well Wishes, from the Well Wishes program. Patients can be read to, taken out for walks on foot or wheelchair	Program Schedule runs seven days per week, Monday - Sunday Two shifts per day. Shifts can be partnered. There are up to 28 shifts per week in this program: Times: (ADULT - 11:00 a.m. - 1:00 p.m. or 1:00 to 3:00 p.m.) (SUYP - 4:00 - 6:00 p.m. weekdays and 11 a.m. - 1:00 p.m. weekends)
<b>PARTNER PROGRAMS</b>			
St John's Ambulance: Animal Therapy Volunteer	Animal Therapy Program	Registered Dog Therapy Teams from the St. John Ambulance are approved to visit patients on select units	Please contact this Partner Group directly
First Open Heart Society: Cardiac Health Volunteer (Patient Visitor)	Cardiac Health Program	Volunteers from this Society have all previously had an open heart surgery and they visit and support patients after their first open heart procedure	Please contact this Partner Group directly Email: Info@FOHS.CA
Island Heart to Heart : Cardiac Health Volunteer (Patient Visitor)	Cardiac Health Program	Volunteers from this Society have all previously had an open heart surgery and they visit and support patients after their first open heart procedure	Please contact this Partner Group directly Email: islandhearttoheart@telus.net
Island Heart to Heart: Information Rack Attendant	Cardiac Health Program	Volunteers ensure that the Cardiac Resource and Education room, as well as Unit 3 North of the in-patient units is filled with the required information and education materials for heart patients	Please contact this Partner Group directly Email: islandhearttoheart@telus.net
Karma Support Society: Directory Maps Helper	Site Support	This role is dedicated to the Karma Support Society	Please contact this Partner Group directly