



## 2018 AUGUSTA UNIVERSITY SUMMER VOLUNTEEN PROGRAM

# *"Thinking Outside of the Box"*

Thank you for your interest in the 2018 Augusta University Summer Volunteer Program. This one-of-a-kind summer experience offers local high schoolers the opportunity to work side-by-side with healthcare professionals while experiencing the daily work involved with a world class academic medical center.

Additionally, our Summer Volunteers also participate in weekly lunch and learn sessions featuring Augusta University's top leaders in career and professional development. This program offers both classroom and hands-on learning experiences that will be uniquely beneficial to those interested in pursuing future careers in health sciences fields.

### REQUIREMENTS FOR 2018 SUMMER VOLUNTEEN PROGRAM

- 1. Age:** Applicant must be at least 15 years of age by start of program. Each applicant must provide a state or military issued identification card.
- 2. Letter of Recommendation:** Applicant must submit a letter of recommendation from a non-relative along with their application.
- 3. GPA:** Each student is required to have a GPA of 3.0 or higher. High school transcript is required as proof.
- 4. Interviews:** Interview will be conducted by Volunteer Services after the application deadline. Volunteer Service's office will contact each applicant to schedule interviews.
- 6. Orientation:** All volunteers are required to successfully complete orientation and all necessary forms. A parent/guardian will need to accompany any high school volunteers under the age of 18 to orientation.
- 7. Commitment:** Summer Volunteers are required to serve 2 shifts a week. Each daily shift will run from 9am until 2pm. Our volunteers are allowed to miss no more than two days of the program and must make up the hours at a later date. Please take this into consideration when planning summer camps and vacations.



The 2018 Summer Volunteer Program runs from June 10, 2018 until July 18, 2018. Please mark your calendar for these required event dates:

- May 17, 2018: Summer Program Orientation
- June 10-14, 2018: Summer Program Kick-Off
- June 13, 2018: Summer Program Lunch & Learn: ***“Outside of the Box Connections”***
- June 20, 2018: Summer Program Lunch & Learn: ***“Outside of the Box Communications”***
- June 27, 2018: Summer Program Lunch & Learn: July 12, 2017: Summer Program Lunch & Learn: ***“Outside of the Box Interviewing”***
- July 11, 2018: Summer Program Lunch & Learn: ***“Outside of the Box Resumes”***
- July 17, 2017: Summer Program Finale Luncheon
- July 18, 2018: Bonus Lunch & Learn: ***“Climbing Outside of the Box”***

Failure to comply with this commitment may result in dismissal from the program.

**8. Educational Lunch & Learn Sessions:** Volunteers are encouraged to participate in educational sessions. Sessions are Wednesdays from 11:30 a.m. to 1:00 p.m. A certificate of completion will awarded at the end of the program. Those who attend **all** sessions will be able to participate in the Bonus Lunch & Learn.

**9. Tuberculosis tests and Immunizations:** All applicants selected into the program will be required to have a Tuberculosis (TB) test and a copy of their immunization record by 5:00 p.m. **Monday, April 30, 2018.** TB test will need to be acquired from their pediatrician, family physician or local Health Department.

**10. Uniform:** Designated volunteer uniforms with our logo are supplied through Volunteer Services. Volunteers are required to purchase uniform shirt(s) for a fee of \$10.00 per shirt. Uniform is expected to be kept clean and neat. The official T-shirt is to be worn with khaki slacks or skirts (below the knee), with clean closed-toe athletic shoes and volunteer badge. All shirts must be paid for by **Monday, April 30, 2018.** Payments will only be accepted the form of cash or money order.

**11. Badges:** Volunteers will receive their badge during orientation. Any Volunteer reporting to duty without their badge will not be permitted to remain on campus.



## APPLICATION SUBMISSION REQUIREMENTS

Completed application must be submitted using only one of the two methods provided below.

1. Email complete application to [vawhite@augusta.edu](mailto:vawhite@augusta.edu)
  - a. **Email title:** [(First name Last name) 2018 Volunteer Summer Application]
  - b. **Attachments:** Each document **MUST** have attached documents clearly titled with first name, last name and document title. ex: Vanessa White Recommendation Letter 1
2. Submit directly to Office of Volunteer Services and Engagement (1459 Laney Walker Blvd)
  - a. Applications may be dropped off at Volunteer Services starting Tuesday, February 27<sup>th</sup> at 8:00 a.m. **No submissions will be taken in office after 12:00 p.m. on Friday, March 2<sup>nd</sup>.**
  - b. Complete application **MUST** be submitted in an envelope or folder labeled as '(First name Last name) 2018 Volunteer Summer Application'

Applications with partial submissions submitted via email or in Volunteer Services office **WILL NOT** be considered for the Summer Volunteer program. Complete submission includes the following documents:

- ✓ Completed Summer Volunteer Application
- ✓ Birth certificate or state issued identification
- ✓ 2 Recommendation Letters
- ✓ Completed Essay Question
- ✓ Resume
- ✓ **Official** High School transcript with GPA

AU Health System  
Volunteer Services and Engagement  
1120 15<sup>th</sup> Street, AA-2004  
Phone: (706) 721-3596  
Email: [volunteers@augusta.edu](mailto:volunteers@augusta.edu)  
Office Hours: 8:00am until 5:00pm



## 2018 Summer Volunteer Program Application

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### SECTION I: GENERAL INFORMATION (please print)

Name \_\_\_\_\_  
Last First Middle

Preferred Name \_\_\_\_\_

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Age \_\_\_\_ Male ☐ Female ☐

Address \_\_\_\_\_  
Street City State Zip

Home Phone (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

Name of High School \_\_\_\_\_

Grade entering 2018/2019 year \_\_\_\_\_

Emergency Contact(s) \_\_\_\_\_  
Name Phone Relationship  
\_\_\_\_\_  
Name Phone Relationship

### Medical History

Do you have any serious health problems that would prevent you from volunteering in a healthcare setting? ☐ yes ☐ no

If yes, please explain \_\_\_\_\_

Do you have any previous volunteer experience? If so, please list below.

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What do you hope to gain from volunteering at AUHealth?

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Why do you want to participate in the Summer Volunteer program at AUHealth?

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## SECTION II: AVAILABILITY AND WORK SCHEDULE

Which days of the week will you be available to volunteer? Friendly reminder, you will only be scheduled for two days each week from 9:00 a.m. to 2:00 p.m.

Example: If you are available Monday through Friday, you may be scheduled to volunteer Thursday and Friday from 9:00 a.m. to 2:00 p.m.

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

## SECTION III: AREA OF INTEREST/ASSIGNMENT

When applying to serve at Augusta University, we do our best to place you in an area of interest. We are unable to promise or guarantee volunteer assignments. All assignments are based off the application pool and needs of the organization.

VolunTeens must be **16 years** of age and older to serve as Inpatient Unit Support or Outpatient Unit Support.

Which position are you interested in? Click description for overview

☐ Inpatient Unit Support ☐ Outpatient Liaison

Volunteers who are **15 years** of age at start of the program will be placed in one of the following areas.

- Loris Gifts Re:source Gift Shop
- Terrace Dining
- Central Distribution
- Day Surgery Liaison
- OR/Lab Runner

Is there a particular area you are interested in volunteering? Why?

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Area(s) you do not wish to volunteer and why?

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**Please indicate your preferred T-shirt Size**

(Please note that there is a \$10.00 charge per Volunteer t-shirts)

(Cash or Money Order Only)

☐XS   ☐S   ☐M   ☐LG   ☐XL   ☐2XL   ☐3XL

\_\_\_\_\_Quantity

**2018 Summer Volunteer Program: Essay Questions**

In no more than 150 words, answer the question below. Your response will be utilized in determining acceptance to this program.

- A. How will this summer volunteer experience at Augusta University Medical Center prepare you for your chosen career?



## **Outpatient Liaison Position Description**

### **Qualifications**

Ability to handle multiple tasks in potentially stressful environment; Ability to communicate effectively with patients, families and staff members in a sensitive and non-judgmental manner; Must demonstrate ability to understand and promote family centered care philosophy; Must be able to work effectively with a minimum amount of direct supervision. Demonstrate initiative, self-direction and autonomy in completing tasks.

### **Tasks/Responsibilities**

- Update patients as instructed by Practice Site staff
- Maintain a current listing of physicians in clinic as well as patient status on the list.
- Provide nourishments to waiting patients as instructed by clinic staff
- Assist desk operation specialists with packet prep and various other duties
- Transport paperwork within the department and to other departments
- Make copies of various documents
- Complete various filing duties
- Restock exam rooms with gloves, gowns, etc
- Restock waiting room with magazines/brochures/handouts/etc.
- Participate in various projects as directed
- Assist with hospital and department initiatives

Volunteer may be asked to complete additional tasks assigned.



## **Inpatient Unit Support Position Description**

### **Qualifications**

Ability to handle multiple tasks in potentially stressful environment; Ability to communicate effectively with patients, families and staff members in a sensitive and non-judgmental manner; Must demonstrate ability to understand and promote Patient- and Family-Centered Care philosophy; Must be able to work effectively with a minimum amount of direct supervision. Demonstrate initiative, self-direction and autonomy in completing tasks.

### **Tasks/Responsibilities**

- Assist in discharging patients and families by helping to take items down to their vehicles
- Transport supplies, labs and equipment to designated areas within the hospital
- Assist with stocking supplies, straightening rooms, and preparing for patient admissions.
- Assist unit clerk by answering phones and call lights appropriately.
- Assist with escorting patients and families to waiting areas and patient care areas.
- Provide appropriate, non-confidential information to families and visitors.
- Orient patients to their rooms –use of call light, bed control, television, etc.
- Offer patients magazines, write letters or make phone calls for patients and families, offer ice water or warm blankets.
- Participate in various projects to including providing help with bulletin boards and packet prep, large mail outs, etc.

Volunteer may be asked to complete additional tasks assigned.





## **Loris Gifts Re:source Gift Shop Position Description**

### **Qualifications**

Demonstrates ability to interact effectively with wide range of customers; Demonstrates ability to count and assist with inventory details accurately; Demonstrates ability to work effectively with minimum amount of direct supervision.

### **Tasks/Responsibilities**

- Greet customers as they enter,
- Assist customers with merchandise,
- Deliver items to patient rooms or patient care units
- Assist with bagging purchased items and balloons
- Restock items in the shop
- Inventory
- Support the shop with light dusting, sweeping and other duties to keep the shop looking professional and clean.

Volunteer may be asked to complete additional tasks assigned.



## **Terrace Dining Attendant Position Description**

### **Qualifications**

Patience and kindness are the top two qualifications we are looking for. All other required skills can be taught. Volunteers must understand the importance of confidentiality, work respectfully with staff and fellow volunteers, and provide outstanding service to our customers.

### **Tasks/Responsibilities**

- Greeting and assisting guests
- Assist guests with meal trays
- Assist with clearing tables in the dining rooms
- Refilling condiment and plastic ware stations
- Stocking supplies
- Assist with light clean-up

Volunteer may be asked to complete additional tasks assigned.



## **Central Distribution Support Position Description**

### **Qualifications**

Ability to multiple; ability to present positive and professional manner at all times; good problem-solving, organizing, and coordinating skills; Ability to stock and organize products safely and accordingly, as some items are fragile; Ability to organize and clean work stations promptly

### **Tasks/Responsibilities**

- Answer phone and transfer calls as indicated.
- Take requests at the service window.
- Deliver supplies throughout the hospital
- Stock and organize supply shelves

Volunteer may be asked to complete additional tasks assigned.



## **OR/Lab Runner Position Description**

### **Qualifications**

Volunteers need excellent communication skills, interpersonal skills and practice active listening. Ability to handle multiple tasks; Demonstrate initiative, self-direction and autonomy in completing tasks. Requires strong customer service skills. Sensitivity to confidential matters may be required.

### **Tasks/Responsibilities**

- Transport labs,
- Stock supplies and
- Make runs from the operating room to other departments/areas within the medical center

Volunteer may be asked to complete additional tasks assigned.



## **Day Surgery Liaison Position Description**

### **Qualifications**

Volunteers need excellent communication skills, interpersonal skills and practice active listening. Ability to handle multiple tasks; Demonstrate initiative, self-direction and autonomy in completing tasks. Requires strong customer service skills. Sensitivity to confidential matters may be required.

### **Tasks/Responsibilities**

- Transporting labs
- Assisting with patient transports
- Stocking and distributing warm blankets to patients
- Stocking supplies
- Nutrition runs
- Discharge support

Volunteer may be asked to complete additional tasks assigned.