

## **Family Friend Volunteer Position Description**

**Area:** Clinical Center Volunteer Office

**Job Title:** Family Friend Volunteer

**Immediate Supervisors:** TBD

**Days and Times Needed:** Varying shifts, as needed Monday-Friday 8:00am-4:30pm

### **Duties/Responsibilities:**

Report to Volunteer Coordinator for assignment information (where to go, patient/child name)  
Sign in at the Admissions Desk – beginning of shift

Family Friend Volunteers assist with general child care for those enrolled in NIH clinical trials that have no other resources. Volunteers provide child care on short term basis only.

Duties include:

- Provide supervision, distraction and recreational activities to children a variety of ages.
- Provide positive interactions with children while parent/guardian participates in appointments, treatments, etc.
- Child care takes place within the Clinical Center. Volunteers are not allowed to take children outside of the building. Volunteers can utilize the playroom (when open), patient library and other areas of the hospital.

Sign out at Admissions Desk – end of shift

### **Requirements:**

- English fluency
- Ability to easily engage with children and provide responsible monitoring.
- Respect patient confidentiality at all times.
- Volunteers should not discuss a patient's condition or verbalize assumptions or opinions on patient conditions or visitor inquiries.
- Complete child abuse/neglect screening.
- Volunteers must wear their volunteer jackets and badges at all times.

### **Position-Specific Training Required**

Emergency Procedures

Universal Precautions

Patient Confidentiality

Customer Service

Privacy Awareness