

# Volunteer Candidate Overview

# Volunteers Make A Difference

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Being a volunteer at Texas Children's Hospital is an honor and requires dedication. Our volunteer program is based on the current needs of the hospital matched with volunteer availability, interests and skill set.

We are looking for committed individuals to join our team! Due to the high interest in Texas Children's Hospital volunteer program, we strive to select individuals who embody our core values. As a result, not all applicants will be selected to volunteer.



# Our Core Values



**Embrace Freedom**



**Lead Tirelessly**



**Live Compassionately**



**Amplify Unity**



# About Texas Children's Hospital

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- Consistently ranked the best children's hospital in Texas and the best place in the country for children in need of pediatric cardiology and heart surgery care.
- Known worldwide for expertise in pediatric and women's health.
- Three hospitals across the Greater Houston area and Austin opening in 2024, we are steadily expanding our care to communities that need it most.
- We've broken boundaries and reached new milestones since 1954. Our volunteers are behind our every success – fueling our mission while advancing the patient care experience. [See how we've grown!](#)



# Volunteer Opportunities

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We have an array of volunteer opportunities including various non-medical activities that support the needs of patients, families, visitors, and staff.

A volunteer's primary role is to provide a positive patient experience while engaging in play opportunities, and other tasks contributing to the comfort and care of those we serve.

Short-term volunteer experiences, shadowing, internships, and observation opportunities are not offered through Volunteer Services.



# Volunteer Expectations

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- Treat volunteer placement with the same respect you would treat a job
- Exhibit the same high standards of behavior that is expected from the staff
- Perform exceptional customer service
- Always be respectful both in actions and in words
- Display an overall positive body language
- Always create an environment that is respectful of differences



# Volunteer Commitment



Our patients, families and staff depend on our volunteers. Volunteers greatly impact our patient experience. Fulfilling your commitment to our program is integral to our everyday hospital operations.



- Volunteers are asked to commit to a weekly 3-hour shift for a minimum of 6 months.



- Shifts are available from Monday – Friday from 8 a.m. to 5 p.m. Evening and weekend placements are not available at this time.



- Absences must be reported to Volunteer Services and your assignment supervisor.
- *Repeated absences without prior notification may result in dismissal from the volunteer program.*

# Volunteer Compliance Requirements

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- Health History Questionnaire clearance **required**
  - Negative TB Skin Test (All volunteers must obtain a new TB skin test every two years)
  - Provide childhood immunization documentation (Measles, Mumps, Rubella (MMR), Tdap, Varicella)
  - Provide COVID-19 vaccine and booster documentation
  - Annual Flu shot documentation
- Background Checks
  - As a volunteer, it is required that TCH process a background check on all volunteers every two years
- Annual Required Training
  - Volunteers are required to complete an annual required training





# Questions/Comments

## Please contact Volunteer Services

### Medical Center

Telephone: 832-824-2257

Email: [volunteerservices@texaschildrenshospital.org](mailto:volunteerservices@texaschildrenshospital.org)

### The Woodlands

Office: 936-267-5055

Email: [volservwoodlands@texaschildrens.org](mailto:volservwoodlands@texaschildrens.org)

### West Campus

Phone: 832-227-1185

E-mail: [wcvolunteerservices@texaschildrens.org](mailto:wcvolunteerservices@texaschildrens.org)

### North Austin

E-mail: [ATXNCVolunteerServices@texaschildrens.org](mailto:ATXNCVolunteerServices@texaschildrens.org)