



- Title:** Family Room Host
- Purpose:** To provide a friendly, non-hospital life atmosphere for Family Room Guests.
- Status:** Long-term Volunteer: 12 – 16 hours/month; four month minimum commitment
- Report to:** Director of Volunteer Services
- Function:** Serve as host to guest families.

**Duties and Responsibilities:**

- Attend volunteer orientation, trainings and periodic refresher sessions.
- Greets and verifies that guest families sign in once per day.
- Monitors guest family sign-in sheet for discrepancies and unauthorized use of facilities.
- Maintains guest family records.
- Serves free snacks, drinks and fresh coffee.
- Quietly entertain children (siblings) with parents or guardians in the room.
- Cleans and disinfects all surfaces in kitchenette and waiting area.
- Maintains fresh linens for Quiet Room and monitors use.
- Answers telephone, perhaps relaying an important call from a healthcare professional.
- Monitors appropriate use of the computer.
- Reports all suspicious activity to hospital security.
- Assists program staff, as requested.

**Shifts:**

8:00 a.m.-12:00 p.m.  
12:00 p.m.-4:00 p.m.  
4:00 p.m. - 8:00 p.m.

**Qualifications:**

- Ability to commit to twelve hours per month with scheduled time off.
- Ability to follow program guidelines.
- Must have impeccable customer service skills.
- Ability to interact professionally with hospital staff.
- Must be compassionate and have excellent listening skills.
- Knowledge of food safety and infectious disease control guidelines.
- Must be responsible for locking all cabinet doors and returning keys to nurse's station.
- Must work independently and with minimal supervision.