

CHILD LIFE VOLUNTEER



The pediatric clinic at Health Care for the Homeless provides a variety of medical and supportive services to our younger clients, and families. The clinic is a colorful space that welcomes children, adolescents, and their families to access health care. Oftentimes, patients spend a few hours in the clinic as our staff works to assess, treat and advise clients and their families.

RESPONSIBILITIES

The child life volunteer works with clinical staff to engage children and families as they receive care. Since many patients will spend a few hours in the clinic, the child life volunteer assists parent/guardians with recreational activities such as play and reading. This role models positive, playful behavior not only to the child, but also to the parent/guardian.

When clients are not present, the child life volunteer will engage in different projects such as researching, updating and obtaining educational materials, organizing the play area, and leading an initiative to update and maintain the clinic's decorations. The volunteer will collaborate with staff to update community resources for clients, and keep in-kind donations organized.

EXPECTATIONS

- Protect confidentiality of patient and staff information and stories; do not share without consent
- Interest and experience in working with children
- Complete pre-placement background check
- Provide exceptional customer service
- Understand when discretion should be used when servicing clients
- Be able to be flexible amid a constantly changing environment
- Comfort in modeling positive behavior to parents/guardians
- Embody and Practice Health Care for the Homeless' Core Values
 - Dignity – fostering respect and compassion
 - Authenticity – practicing open and honest communication
 - Hope – finding and focusing on people's strengths
 - Justice – building a healthy community that includes everyone
 - Passion – challenging ourselves and the world around us
 - Balance – caring for ourselves and helping others do the same

Everyone deserves to go home.

ORIENTATION & TRAINING

All volunteers participate in an orientation to Health Care for the Homeless, which includes information on safety, building access, relevant policies and procedures, guidelines for working with people experiencing homelessness, and a tour. Volunteers are also invited to relevant trainings, lunch and learn, and related events as their schedule permits. All volunteers have regular check-ins with their volunteer supervisor to discuss, reflect, and problem-solve issues related to their role.



TOOLS AND ACCESS

Computer, email address, and phone
Full access fob and badge

STAFF SUPERVISOR

Debbie Wilcox, LCSW-C
Pediatric Social Worker

CONTACT

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