



Dear Potential Volunteer:

Thank you for your interest in Billings Clinic volunteer program. Attached you will find an application and a reference form.

If you are interested in volunteering, please complete the application and have the personal reference form completed by someone who is familiar with you and your work ethics.

When you have the information completed, give us a call to set up an interview time with Volunteer Services. Following the interview you will sign up for a hospital orientation which will serve to acquaint you with operations at Billings Clinic and be given instructions on how to complete TB testing. Please take note of a sampling of volunteer opportunities at Billings Clinic on page 2 of this application packet. We will attempt to match your interests, talents, and schedule to the hospital's needs.

Billings Clinic values the dedication and many hours of service its volunteers give each year. We thank you for your interest in being part of our team interested in helping people.

Sincerely,

Peg Smith
Director of Volunteer Services,
Pastoral Care and Patient/Guest Services

Billings Clinic

Volunteer Service Opportunities

Patient Care Services

Volunteers are placed on floor units as patient advocates who assist with designated activities that contribute to the patient's comfort and sense of well being. They serve as a support staff to the nurses by helping run errands, distribute or collect meal trays, fill water pitchers, stock patient rooms with supplies and a variety of other tasks, and sometimes just visiting with the patients who need a few minutes of time and a friendly smile. The volunteer builds relationships with patients, communicates a message of caring, provides a link between hospital staff and patient, and helps the patient access a variety of services available in the Billings Clinic system.

Guest Services

Volunteers have the opportunity to work at the various information desks located throughout the hospital and clinic, providing directions for visitors and families of patients. Also available is the job of escort, which takes the volunteer around the hospital aiding in both the admitting, and discharge of patients. The volunteers also handle the flower and mail delivery to our patients. All the areas in guest services require good people skills as well as familiarity with the hospital and clinic layout.

Clerical and Office Support

A variety of opportunities exist throughout Billings Clinic to assist the staff with clerical and office duties in clinical and administrative departments. Opportunities are open to volunteers who would like to gain office experience and learn new skills in a hospital environment. Duties may include filing and collating, operating office machines, running errands, answering phones, and computer work.

Gift Shops

Sales Associate Volunteers are help staff the bright, fun, cheery Simply Splendid Gift Shop located in the Atrium of the hospital, A Mother's Place located near the Family Birth Center and the Pharmacy located in the Billings Clinic. They help to serve the many customers who purchase gifts for employees, patients, and family members. The shops are well stocked for each holiday and for any special occasion imaginable. The job requires the volunteer to wait on customers, cashier, help stock and display merchandise, and provide the customer service our stores are known for.

Volunteer Application

Personal

Name (please print) _____
(last) (first) (middle initial)

Home Address: _____
(street) (city, state, zip)

Home Phone: _____ Work/Message phone: _____

Birthday _____ Are you a year-round resident? _____

If no, please list the months of the year you are gone: _____

Person to call in case of emergency: _____

Address of phone number of above _____

How were you referred to Billings Clinic? _____

Tell us about yourself & background: _____

Volunteering

Please list any other facility where you volunteer or work at the present time: _____

Type of volunteer position preferred: _____

Days available (please circle): M TU W TH F SA SU

Time preference (please circle): Mornings Afternoons

Please print your name how you would like it to appear on your name badge (first and last name) _____

Please list any special skills that you would like us to be aware of (i.e.- computer knowledge, musical instruments, etc.):

Have you been convicted on ANY criminal offense within the last 10 years (including Juvenile convictions)? ___ No ___ Yes If yes, please explain on the back of this form.

PLEASE NOTE: A criminal conviction does not necessarily bar you from service at Billings Clinic.

Personal Reference Form

(To be completed by co-workers, supervisors, business associates,
personal acquaintances)

The mission of Billings Clinic is to improve the health of the people in our region through compassion, patient focused care, education, and research. Our volunteers play a large role in delivering quality services by serving in a variety of jobs throughout the hospital and clinic. Our volunteers must possess self-motivation and maturity. We appreciate your completing this form so that we may make a decision on the applicant's ability to fulfill the responsibilities involved in our volunteer program.

Volunteer Services
PO Box 37000 , Billings, MT 59107 --- 657- 4200

Name of applicant: _____

How long have you known the applicant? _____

In what capacity have you known the applicant? _____

Please fill out the following with this rating score criteria:

- 1 = Outstanding
- 2 = Very Good
- 3 = Fair
- 4 = Needs Improvement

Displays courtesy, tact, and patience	1	2	3	4
Works well with a diverse population	1	2	3	4
Exhibits interest and enthusiasm	1	2	3	4
Accepts supervision in a positive way	1	2	3	4
Seeks opportunity to improve and advance	1	2	3	4
Accepts responsibility and commitment	1	2	3	4
Is dependable and punctual	1	2	3	4

Other Comments: _____

Date: _____

Printed Name _____

Signature _____

Address _____ Phone _____