

Volunteer Opportunities at MercyOne Dubuque



Volunteering at MercyOne Dubuque Medical Center offers a meaningful opportunity to make a positive impact in the lives of patients, families, and staff while supporting the hospital's mission of compassionate and transformative care in our communities.

As a valued member of the healthcare team, volunteers play an essential role in enhancing the patient experience by providing comfort, assistance, and a caring presence throughout the hospital. Whether it is greeting visitors, supporting staff, or helping behind the scenes, each volunteer contributes to creating a healing and welcoming environment rooted in MercyOne's Core Values of compassion, integrity, and reverence. Volunteering here is not only a chance to give back, but also to grow personally and make a meaningful difference in the lives of others.

Please see all of our Volunteer Opportunities below!

Admitting

TIME : Varying shifts available from 6:00 AM – 12:00pm Monday through Friday

TASK:

- Greet and escort patients and their families to appointments throughout hospital from the admitting department

REQUIREMENTS:

- Physically able to withstand moderate to heavy periods of walking
- Push patients in wheelchairs
- Possess an adequate hearing ability with or without accommodation to effectively understand and communicate with patients and family members
- Strong communication and listening skills
- Willing to learn the layout of the hospital
- Enjoy interacting with others and understands how important their role is in making a positive first impression!

Surgical Waiting Room

TIME : Varying shifts available from 6:00 AM – 12:00pm Monday through Friday

TASKS:

- Provides warm welcome to patient family members and/or friends entering the surgical waiting room
- Maintains the waiting room:
 - Make coffee
 - Fill water
 - Keep room clean
 - Stock supplies from nutrition
- Answers phone at desk
- Answers variety of questions from patient family members
- Assists families with receiving updates about loved ones in surgery

REQUIREMENTS:

- Possess an adequate hearing ability with or without accommodation to effectively understand and communicate with family members
- Strong communication and listening skills
- Problem-solving skills
- Enjoy interacting with others and understands how important their role is in making a positive first impression!

Daycare

TIME : Varying shifts available Monday through Friday

TASKS:

- Assist with field trips
- Assist with classroom activities and special projects around daycare center
- Greet families as they arrive and leave center

REQUIREMENTS:

- Enjoy working with children
- Physically able to withstand moderate to heavy periods of walking
- Patience and understanding when working with children
- Positive attitude
- Ability to follow safety and cleanliness protocols
- Strong communication and teamwork skills

Gift Shop

TIME : Varying shifts available Monday through Friday

Description:

Mercy Service Club, which operates MercyOne Dubuque's gift shop, recently celebrated their 75th year as a volunteer organization. All proceeds are designated to support children in Mercy's care, or provide equipment utilized by children. We are always grateful to acquire new volunteers. Please contact any existing member in the gift shop for details on how to become a member of this dedicated group of women.

TASKS:

- Greet customers warmly and offer assistance as needed
- Help visitors select appropriate gifts, snacks, or other products in the shop
- Operate the cash register
- Handle cash, credit cards, and employee payroll deductions
- Maintain knowledge of the ever-changing inventory and display of goods in the shop
- Set up seasonal displays and keep them neat
- Maintain cleanliness and order throughout the shop
- Assist with special orders or custom gift packages
- Other duties as assigned

SHIIP/SMP Counselor

Description:

We are looking for a Senior Health Insurance Information Program (SHIIP) and Senior Medicare Patrol (SMP) counselors to assist our community members with understanding their Medicare benefits. Our counselors meet one-on-one with clients to help make informed decisions about their coverage and answer any questions or concerns related to Medicare and other related health insurances.

By becoming a SHIIP/SMP volunteer Medicare insurance counselor, you can:

- Feel satisfied knowing you help lowans make the best decisions for them, save money and gain a better understanding of Medicare
- Develop new skills or enhance your existing knowledge with excellent training and resources
- Give back to your community and make lasting connections

What makes a good counselor?

SHIIP/SMP volunteer counselors enjoy tackling new challenges and learning new information. They gain satisfaction from helping people, are happy to work with diverse populations and value being an objective and trusted source of information. As we learn to connect in new ways, comfort learning new computer skills is also important. Don't worry – SHIIP/SMP provides excellent training and resources to assure SHIIP/SMP volunteers are prepared and have the tools they need for the counseling and community education.

Next Steps:

Call **563-589-9002** or email Tom Bechen at tom.bechen@mercyhealth.com or Jess Smith at smitjesl@mercyhealth.com.