

Frequently Asked Questions (FAQs)

related to Volunteer Services in South Miami Hospital

1 - How many hours do I have to work?

Volunteers are asked to work a minimum of 2 to 4 consecutive hours per week, always on the same day and time. College students are required to complete at least 50 service hours, and adults are required to work at least 6 months.

2 - May I select the department where I want to work?

Volunteer's assignment will be made in accordance to the needs of the hospital and volunteer's availability, interest, and skills

3 - Which language must I speak to volunteer?

All volunteers are required to be able to speak, read, and understand basic English. Spanish is not required in order to volunteer. Orientation and interview are conducted in English.

4 - What type of volunteer work might I do?

- Assist with clerical tasks in different offices
- Welcome and escort patients, families and visitors
- Take books and magazines to patients and waiting rooms
- Participate in the Dog Therapy (dogs must be certified through a recognized organization)
- Nursing Units, Patient Transportation, Imaging Services, Information Desk, Gift Shop, etc.

5 - If I am pursuing a career in healthcare, will I be able to practice these skills while I volunteer?

Even if the volunteers have received training or certification, they may not put into practice any of these skills with patients. At South Miami Hospital clinical duties are performed only by licensed employees. Volunteers will execute tasks identified by the staff as the most helpful and appropriate.

6 - Will I receive any benefits for volunteering?

- Free Parking
- Complimentary meal for every day of four hours of service
- Flu shot and PPD Test annually
- Annual Recognition
- Discount on gift items purchased in the Gift Shop (10%)
- Discount on balance of hospital costs after insurance and deductibles (the volunteer must work at least 100 hours annually to receive this benefit)
- The satisfaction of feeling helpful and assisting others

7 - What should I wear to volunteer?

When on duty, volunteers must use uniform and ID badge.

For all volunteers, the uniform consist of an approved polo shirt (*), khaki or tan slacks, and closed rubber soled shoes.

All volunteers are expected to have a clean and professional appearance and are required to adhere to the hospital's dress code policy. Professional appearance and grooming is the first and lasting impressions to our patients and guests whom we are here to serve.

(*) The polo shirts are to be purchased at SMH Gift Shop.

8 - Can I volunteer if my schedule is always changing?

Since volunteering requires a firm dedication, we ask each prospective volunteer to carefully consider his/her work, school, and family responsibilities before committing to a volunteer schedule. Keep in mind that you will be assigned to work in a specific department, always on the same day and time.

For the college students who change schedule every semester, we will accommodate the situation assigning the student to another department/day of the week/ shift.