


Name of Policy: Assignment Description Request Policy Number: 3364-103-VS-11 Approving Officer: Chief Operating Officer Customer Service Director Responsible Agent: Customer Service Director Scope: University of Toledo Medical Center		 Effective date: 5/2025 Original effective date: 03/02/1995	
Key words: Volunteer, Assignment, Onboarding, Recruit, Train			
<input type="checkbox"/>	New policy proposal	<input type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input checked="" type="checkbox"/>	Reaffirmation of existing policy

(A) Policy Statement

Completion of the Volunteer Assignment Description Request form is required to secure the support of volunteer staff.

(B) Purpose of the Policy

The Volunteer Services Department maintains assignment descriptions on all active volunteer positions as required by the Joint Commission on Accreditation of Hospital Organizations. Volunteers provide supportive services and are not to be used to supplant paid staff.

(C) Procedure

Requesting Department Director/Manager: The Support Services Specialist of Volunteer Services is available to assist department directors and managers establish a volunteer assignment with the completion of the Volunteer Assignment Description Request as follows:

- The employee/staff responsible for department training/orientation of unpaid staff.
- List of appropriate or essential assignment duties.
- Day(s) of the week and hours of service needed to meet department goals and objectives.
- Specific skills and competencies required.
- General information, orientation to department and length of training period.
- Maintain responsibility for continuing education as procedures change.

- Description of special orientation sessions with documentation of completed training forwarded to the Volunteer Services Office (i.e., patient feeding, wheelchair transport, age-specific).
- Annually review the assignment description with the volunteer and complete a performance evaluation to validate the volunteer competencies

Volunteer Services office shall:

- Make the VS Office available to aide in the completion of the Volunteer Assignment Description Request form.
- Recruit candidates who meet qualifications for volunteer placement.
- Provide volunteer with general safety training, TB testing, and I.D. badge.
- Refer volunteer to department director/manager for department specific training and scheduling based upon unit and staff needs.

<p>Approved by:</p> <p>/s/</p> <hr/> <p>Christine Stesney-Ridenour Chief Operating Officer</p> <p>5/2/2025</p> <hr/> <p>Date</p> <p>/s/</p> <hr/> <p>Tara Parker Customer Service Director</p> <p>5/2/2025</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by: Customer Service Director</i></p>	<p>Policies Superseded by This Policy:</p> <ul style="list-style-type: none"> • <i>VS011</i> <p>Initial effective date: 3/2/1995</p> <p>All Review/Revision Dates:</p> <p>4/98 8/01/3/04 3/05 7/30/2008 8/20/2011 9/18/2015 10/7/2019 5/2025</p> <p>Next review date: 5/2028</p>
--	--