

**Rady Children's Hospital – San Diego
Medical Academy Volunteer Program
Service Description**

Service Title: Volunteer Group Mentor

Supervised By: Phyllis Hartigan / Aniela Glinski

Department: Center for Healthier Communities

Time Commitment: One or both Summer Medical Academy (SMA) sessions; one or more Weekend Medical Academies (WMA) and/or Advanced Academy (AA). Time commitment will range from a minimum of 20 hours (one WMA or AA Sessions) to a maximum of 160 hours (2 SMA Sessions).

Volunteer Description:

The Medical Academy (MA) volunteer program is designed to provide young adults with a valuable leadership and growth opportunity supporting high school students who are also interested in pursuing a career in healthcare. At the conclusion of their commitment, MA Group Mentors will receive a certificate of appreciation; use of the position on their resume; and continued access to Program Staff for future recommendations for employment/other opportunities.

Service Summary:

Under the guidance and support of the Senior Program Manager and Coordinator, Group Mentors will help to implement the Rady Children's Medical Academy programs. In addition to supporting the day-to-day program operations, Group Mentors will serve as leaders for one small group of high school students throughout the duration of the designated MA program.

Functions and Responsibilities:

1. Be available to support program preparation i.e. material organization and packing;
2. Actively engage with students during all program components to help create an inspiring educational environment;
3. Enthusiastically support, mentor, and guide a small group of 6-8 students;
4. Ask for guidance from Program Staff with any concerns, questions regarding mentoring and guiding students;
5. Sit with assigned group of students during all sessions unless asked otherwise;
6. Assist with daily team and group activities and assist faculty when necessary;
7. Monitor group member attendance on a daily basis and collaborate with Coordinator for any challenges regarding attendance, lateness, etc.;
8. Communicate with group members, Program Staff and other Group Mentors via text/email for logistical changes i.e. parking, dress code, etc.;
9. Review schedule and group norms during the Daily Opener;
10. Lead the small-group portion of the Daily Debrief and identify a different student each day to report-out for the group;
11. Assist with the day-to-day operations of the SMA Program including schedule implementation, space set-up and clean-up, distribution and collection of name tags each day, etc.;
12. Meet with Program Staff and other group leaders at the end of each day for a staff debrief to review any issues that have come up, plan for the following day, provide support for each other, etc.;
13. Ensure 100% student participation in daily and final evaluations;
14. Ensure students are attentive and respectful;
15. Listen to student feedback and resolve any issues or conflicts in consult with program staff;
16. Encourage creativity, participation, and personal/professional development through engagement with faculty, staff, and peers;
17. Wear the MA Group Mentor t-shirt and badge every day of the program;

18. Suggest, organize, and facilitate team building activities;
19. Comply with the CHC Volunteer Services standards for time, attendance, mandated health and safety requirements;
20. Supports all quality efforts within RCHSD;
21. Compliance with the RCHSD mission and values at all times.

Qualifications:

1. Must be actively pursuing an educational/training pathway towards a career in healthcare field (broadly defined);
2. Ability to successfully pass a background check investigation, facilitated by RCHSD/HealthCare Select;
3. Ability to successfully pass a drug screen, facilitated by RCHSD/HealthCare Select;
4. Energetic, outgoing and friendly, with a background or interest in science and/or education;
5. Ability to relate to youth, especially high school students, representing different ethnic backgrounds, sexual orientations, gender identities, socio-economic status, and abilities;
6. Ability to interact professionally with high school/college students, parents, program personnel, healthcare professionals and community partners;
7. Able to remain friendly, positive and respectful in a stressful environment;
8. Reliable, honest and punctual;
9. Ability to work independently, problem-solve and manage multiple priorities effectively;
10. Takes initiative and not fearful of sharing feedback directed towards improving the program;
11. Willingness to work long, flexible hours during the program;
12. Commitment to the department demonstrated by consistent attendance and performance at or above standard.
13. Computer experience, including with Microsoft Word, Excel, Power Point, Publisher, and YouTube.

Physical Standards:

1. Able to stand or sit for long periods of time (45 – 60 minutes);
2. Able to handle multiple functions effectively, in varying environments (outdoor, indoor, noisy, crowded, quiet, etc.);
3. Able to lift 10 pounds, on occasion.

Training Provided:

1. Mandatory Group Mentor Orientation at CHC prior to the start of the program;
2. Orientation to hospital and volunteer policies and procedures.

I have received, read and understand the Volunteer Services description as outlined above.

Volunteer's Signature: _____

Print Name: _____ Date: _____