

**AHVRP Member Spotlight  
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Jeanne Carangelo, CAVS  
Manager, Volunteer Services  
United Health Services Hospitals-Binghamton  
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**How many beds does your facility have?**

500

**How many volunteers does your facility have?**

600

**How many direct reports do you have?**

2

**Tell us why you got into healthcare volunteer resource management.**

After working at UHS for 10 years, I saw the value and potential of the volunteers and the hospital auxiliaries. Volunteer Management not only allows me to reach out to many people, but also touch nearly every department within our hospitals and healthcare system. Helping to serve the community, patients, families and staff is as rewarding as any job can be. Developing new programs and working with a variety of age groups is enriching and fulfilling.

**What is your most successful program and why?**

Clinical rotations for healthcare focused students. In reaching out to high schools and colleges, my colleagues and I have established a clinical rotation program as well as a clinical shadowing program. Since the creation of this program we have had students from 52 colleges nationwide and 36 high schools.

**Any words of wisdom would you would like to share with someone considering this profession?**

Embrace the uniqueness of the profession. Stay involved in local, state and national organizations, like AHVRP, that give you the opportunities to connect with and learn from your fellow volunteer leaders.