



CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Cancer Resource Center			
Immediate Supervisor's Title	Judy Hatch			
Written and Review Dates	12/1/06	10/23/07	11/16/09	
Written or Reviewed By	John Walker	John Walker	John Walker	

Position Summary: This position involves assuming a variety of roles as assigned by the Educational Development Department.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1.	Provide medical information from the Library, American Cancer Society computer and the intranet
2.	Prepare patient packet as needed
3.	Check in educational material, resshelf and organize books and pamphlets.
	<p>Ensures positive customer relations interactions:</p> <ul style="list-style-type: none"> • Manages difficult or emotional customer situations • Responds promptly to customer needs • Solicits customer feedback to improve service • Responds to requests for service and assistance • Meets commitments
	Dr. Tate's Clinic – Wednesday, all three rooms - provide information and keep patient informed about delays and provide hostess duties.
	Prepare at Home – Puzzles, pictures and posters for various locations throughout the hospital.

Key Accountabilities

Key Accountability	
1.	Meet various educational needs within the hospital for patients.
2.	Provide staff with very limited medical sources for continual education on various subjects.

Core Competencies

Integrity -Works with integrity and ethically. Demonstrates understanding of hospital mission and values in word and practice. Follows policies and procedures. Maintains corporate compliance guidelines.
Hospitality -Supports healthy working partnerships throughout the organization. Demonstrates respect, compassion and courtesy to all patients, families and co-workers. Uses Service Excellence principles in dealing with people. Maintains a positive work attitude and contributes to a positive work environment.
Partnership -Willing to orient and teach others. Provides and accepts comments in a constructive manner.
Stewardship -Uses resources in a cost-effective manner. Conserves organizational resources.
Excellence -Actively involved in unit process improvements and/or unit-based teams to improve systems, reduce costs, and resolve problems that address meaningful work issues within the department or hospital. Looks for ways to improve and promote quality. Applies comments to improve performance.
Personal Accountability -Demonstrates by reporting to work as scheduled, being flexible to meet hospital staffing needs, helping others without being asked, effectively managing time, arriving at meetings and appointments on time, and undertaking self-development activities.

Minimum Education, Experience, Training, and Licensures/Certifications/Registrations Required:

- High school diploma or equivalent
- Must be familiar with the location of the units in the hospital.
- Must attend Central Baptist Hospital orientation that is volunteer specific.
- Be dependable, have a positive attitude when volunteering and respect the patient's rights

Skills and Abilities Required:

- Excellent interpersonal Skills.
- Good communication and listening skills with children and adults.
- Must be willing to accept change and be sensitive to needs of families in stressful situations.
- Ability to communicate and work as a team member.
- Must maintain patient confidentiality.

Physical Requirements:

- Able to push/lift/pull objects more than 20 pounds.
- Able to perform moderately difficult manipulative skills and tasks which require arm-hand and hand-eye coordination, such as typing/keyboarding skills.
- Able to sit for prolonged periods and to discriminate colors and close objects.
- Able to perform both simple motor skills and gross body coordination such as standing, walking, stopping, filing, etc.
- Able to hear normal sounds with some background noise, as in answering phone, etc.
- Able to remain in uncomfortable positions for long periods such as bending over files, etc.

Primary Customers:

- Staff
- Physicians

Working Relationships:

- Work closely with staff member's in the library and throughout the hospital

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** _____ **Library** _____

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Provide medical information from the Library, American Cancer Society computer and the intranet			
Record Visitor count for information requested and educational material borrowed.			
Prepare patient packets as needed			
Check in educational material, reshelv and organize books and pamphlets.			
Ensures positive customer relations interactions: <ul style="list-style-type: none"> • Manages difficult or emotional customer situations • Responds promptly to customer needs • Solicits customer feedback to improve service • Responds to requests for service and assistance • Meets commitments 			

Comments:

*Validation signature documents direct observation of criteria in accordance with hospital policy and procedure.

Initials	Signature/Title	Initials	Signature/Title