

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Cardiac Cath Lab / CVOU			
Immediate Supervisor's Title	Director, Volunteer Services			
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: Assists the hospital staff/departments in the provision of high quality safe patient care. May be both through direct patient contact or facilitation of others providing patient care.

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

1.	Assist with transport of patient.
2.	Prior to transport receive confirmation to do so from nursing staff.
3.	Identifies self to patient and provides explanation as to what you are doing.
4.	Identifies patient by using two methods of Identification (i.e. name & date of birth)
5.	Obtains assistance as needed from nursing staff.
6.	Demonstrates transfer, positioning, and turning of patient utilizing good body mechanics
7.	<p>Demonstrates aseptic technique to include:</p> <ul style="list-style-type: none"> • Demonstrates correct hand washing technique. • Demonstrates Universal precaution • Demonstrates handling of bed linens • Demonstrates behavior consistent with the mission, vision, and values of Central Baptist Hospital.

Key Accountabilities

Key Accountability	
1.	Exceptional customer service to surgery patients and families.
2.	Provide appropriate support that is requested from CVOU staff.

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 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:

- Strength – Able to push/pull and lift objects no more than 50 pounds.
- Manual Dexterity – Frequently perform simple motor skills such as walking, standing and occasionally perform simple manipulative skills such as positioning the patient, etc.
- Coordination – Frequently perform gross body coordination, such as walking and stooping.
- Mobility – Able to walk and stand for prolong periods
- Hearing – Able to hear normal sounds with some background noise as in alarms, phones, etc.
- Visual Discrimination – Able to see objects closely as in reading and able to discriminate colors.

Primary Customers:

- Patients
- Staff

Working Relationships:

- Works closely with staff members throughout the hospital.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** Cardio Vascular Observation Unit

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Assist with transport or ambulation of patient with oxygen, chest tube, cardiac monitor or other equipment.			
Prior to transport or ambulation of patient, receive confirmation to do so from nursing staff.			
Identifies self to patient and provides explanation as to what you are doing.			
Identifies patient by use of armband.			
Obtains assistance as needed from nursing staff.			
Demonstrates transfer, positioning, and turning of patient utilizing good body mechanics.			
Demonstrates aseptic technique to include:			
Demonstrates correct hand washing technique			
Demonstrates Universal precaution			
Demonstrates handling of bed linens			
Demonstrates behavior consistent with the mission, vision, and values of Central Baptist Hospital.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title