



CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Diabetes Education			
Immediate Supervisor's Title	Director, Volunteer Services			
Written and Review Dates	12/1/06			
Written or Reviewed By	John Walker			

Position Summary: Provides diabetes education services to patients and staff, and performs a variety of duties and responsibilities related to inpatient and outpatient diabetes care, including community events related to diabetes.

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

1.	Assists team members with diabetes care related policies, procedures, standards, and department activities.
2.	Serves as a patient advocate, makes patient needs a priority.
3.	Presents information in a positive manner, with use of supportive language, exhibiting care and concern for the individual.
4.	Completes assignments in a timely manner, notifies supervisor if delays in completion of tasks are anticipated.
5.	Portrays a positive image of Central Baptist Hospital and the Diabetes Department to visitors, patients, peers, students, physicians, office staff, CBH staff and the public.
6.	Supports hospital and diabetes department's mission statements and core values.

Key Accountabilities

Key Accountability	
1.	Demonstrates productive time management skills in carrying out job functions such as: <ul style="list-style-type: none"> • Organizational skills • Appropriate prioritization of tasks • Achievement and completion of work assignments.
2.	Demonstrates office management duties and responsibilities.
3.	Complies with hospital and departmental policies and procedures.
4.	Demonstrates professional communication (written, verbal and other).
5.	Responsible for professional behavior, positive work attitude, and willingness to work as a supportive team member with all contact, demonstrating professional communication and behavior.

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:

- Regularly required to use hands
- Regularly require to hear
- Regularly required to talk
- Regularly require standing or sitting for long periods of time
- Occasionally required to lift and/or move objects up to 50 pounds
- Regularly required to see, including close vision, distance vision, color and depth perception
- Other Qualifications: Excellent telephone skills. Must have an interest in professional growth.

Physical Requirements:

- Strength – Able to occasionally lift objects up to 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 in Diabetes Education Department.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Diabetes Education**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Assists team members with diabetes care related policies, procedures, standards, and department activities			
Serves as a patient advocate, makes patient needs a priority.			
Presents information in a positive manner, with use of supportive language, exhibiting care and concern for the individual.			
Completes assignments in a timely manner, notifies supervisor if delays in completion of tasks are anticipated.			
Portrays a positive image of Central Baptist Hospital and the Diabetes Department to visitors, patients, peers, students, physicians, office staff, CBH staff and the public.			
Supports hospital and diabetes department's mission statements and core values.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title