

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Diagnostic Center			
Immediate Supervisor's Title	Director, Volunteer Services			
Written and Review Dates	12/1/06	11/16/09		
Written or Reviewed By	John Walker	John Walker		

Position Summary: To assist in directing people who come into the Diagnostic Center building. To support the staff of the Central Baptist Diagnostic Center through the performance of regular, routine tasks.

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

1.	Direct patients to their intended location.
2.	Provide directions and other assistance to lost visitors and patients
3.	Assist the Diagnostic Center staff in routine office tasks.

Key Accountabilities

Key Accountability	
1.	Provide exceptional customer service to patients and families.
2.	Provide appropriate support that is requested from Diagnostic 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 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.

Working Conditions:

- Strength – Able to push/pull and lift objects less than 50 pounds.
- Manual Dexterity – Frequently perform simple motor skills such as walking, standing and occasionally perform simple manipulative skills such as writing and collating.
- Coordination – Frequently perform gross body coordination, such as walking and stooping.
- Mobility – Able to walk, stand and sit.
- Hearing – Able to hear normal sounds with some background noise as in an answering machine.
- 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 Diagnostic Center.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Diagnostic Center**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Direct patients to their intended location.			
Provide directions and other assistance to lost visitors and patients			
Assist the Diagnostic Center staff in routine office tasks.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title