

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Endoscopy			
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: Under the general direction of the Nurse, assists the Endoscopy Team with the preparation of patients for Endoscopy or other related request for assistance

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

1.	Prepares and sets up the procedural area with supplies and equipment based upon requirements for the endoscopic procedure following aseptic technique as required.
2.	Assists in preparing patients for procedures including positioning.
3.	Assists in stocking of department with supplies and equipment necessary to perform endoscopic procedures, identifying items or equipment in need of attention or replacement.
4.	Cleans and maintains equipment in compliance with infection control standards.
5.	Assists with the transfer of patients to procedure, recovery or patient rooms as necessary.
6.	Reports any system / mechanical equipment malfunctions to manager and biomed.
7.	Escorts or transports patients to various hospital locations or discharge locations.
8.	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

Key Accountabilities

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

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

- Strength – Able to frequently push/pull objects up to 150 lbs. and regularly lifts objects up to 50 lbs.
- Manual Dexterity – Able to frequently perform moderately difficult manipulative skills such as typing and positioning patient.
- Able to frequently perform difficult manipulative skills
- Coordination – Able to constantly perform gross body movement such as walking, stooping, filing, etc.
- Mobility – Able to regularly stand for prolonged periods.
- Visual Discrimination – Able to constantly see objects closely as in reading thermometers, paper records, and computer screen.
- Hearing – Able to constantly hear normal sounds with some background noise as in answering the telephone.

Primary Customers:

- Patients
- Staff

Working Relationships:

The work environment characteristics described here are representative of those an employee / volunteer encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** Endoscopy

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Prepares and sets up the procedural area with supplies and equipment based upon requirements for the endoscopic procedure following aseptic technique as required.			
Assists in preparing patients for procedures including positioning.			
Transports specimens and cultures to the laboratory, as needed using universal precautions.			
Assists in stocking of department with supplies and equipment necessary to perform endoscopic procedures, identifying items or equipment in need of attention or replacement.			
Cleans and maintains equipment in compliance with infection control standards.			
Assists with the transfer of patients to procedure, recovery or patient rooms as necessary.			
Reports any system / mechanical equipment malfunctions to manager and biomed.			
Escorts or transports patients to various hospital locations or discharge locations.			
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

