

# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	Greeter – Building E			
<b>Immediate Supervisor's Title</b>	Director			
<b>Written and Review Dates</b>	12/1/06	11/16/09		
<b>Written or Reviewed By</b>	John Walker	John Walker		

**Position Summary:** Assist and direct patients and visitors to their various destinations throughout the hospital campus.

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

1.	Be Courteous and greet each visitor with a smile.
2.	Assist with the location of various areas as requested by visitors.
3.	Assist with getting wheelchairs and providing instructions on its usage.
4.	Offer assistance to visitors if it appears needed.

### Key Accountabilities

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1.	Assist all visitors and patients in location of the correct areas of their visit.
2.	Offer assistance to those that request and others whom appear to be unsure of their surroundings.

### Core Competencies

<b>Integrity</b> -Works with integrity and ethically. Demonstrates understanding of hospital mission and values in word and practice. Follows policies and procedures. Maintains corporate compliance guidelines.
<b>Hospitality</b> -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.
<b>Partnership</b> -Willing to orient and teach others. Provides and accepts comments in a constructive manner.
<b>Stewardship</b> -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:**

- Strength – Able to push/pull 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 writing and collating.
- Coordination – Frequently perform gross body coordination, such as walking and stooping.
- Mobility – Able to walk stand and sit.
- Visual Discrimination – Able to see objects closely as in reading and able to discriminate colors.
- Hearing – Able to hear normal sounds with some background of noise as in answering machine.

### **Primary Customers:**

- Patients and their families
- Visitors
- Staff

### **Working Relationships:**

- Works with patients and visitors in the Lobby area.

Central Baptist Hospital  
Volunteer Services  
Validation Tool

**For:** \_\_\_\_\_

**Name** \_\_\_\_\_ **Department:** Greeter – Building E

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Be Courteous and greet each visitor with a smile.			
Assist with the location of various areas as requested by visitors.			
Assist with getting wheelchairs and providing instructions on its usage.			
Offer assistance to visitors if it appears needed			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title