

CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary: Performs a variety of clerical duties necessary for daily operations of the agency. Responds to inquires and requests from staff personnel.

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

1.	<p>Answers phone and direct calls to appropriate personnel.</p> <ul style="list-style-type: none"> • Answers telephone using proper etiquette • Relays information to staff in the field
2.	<p>Compiles chart, files and updates appropriately.</p> <ul style="list-style-type: none"> • Files visit notes, orders etc. in medical records. • Disassembles discharged charts correctly and in a timely manner.
3.	<p>Prepares mail for distribution and logs.</p> <ul style="list-style-type: none"> • Copies and dates orders prior to mailing. • Maintains logs; regularly checks log for late orders; resends orders as needed • Sorts incoming mail and files appropriately.
4.	<p>Maintains adequate office supplies.</p> <ul style="list-style-type: none"> • Inventory supplies weekly and as needed • Give vendor orders, for needed supplies from appropriate staff member. • Places special orders as requested by staff.
5.	<p>Ensures positive customer relations interactions</p> <ul style="list-style-type: none"> • Responds promptly to customer needs • Responds to requests for service and assistance • Meets commitments

Key Accountabilities

Key Accountability	
1.	Data entry for development/updating patient's charts via computer system accurately and in a timely manner.
2.	Understands regulations and standards related to job scope.

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 communication skills and attention to detail.
- High-level customer relations' skills.
- Computer and data entry knowledge.
- Excellent telephone, filing and typing skills.
- Operates all standard office equipment.
- Demonstrates flexibility to adjust to change, ability to work under pressure, and effectively deal with multiple personality types.
- Able to plan, organize, prioritize, and complete assignments with minimal direction.

Physical Requirements:

- Able to push/lift/pull objects more than 20 pounds.
- Able to perform moderately difficult manipulative skills and tasks which require arm-hand and hand-eye coordination, such as typing/keyboarding skills.
- Able to sit for prolonged periods and to discriminate colors and close objects.
- Able to perform both simple motor skills and gross body coordination such as standing, walking, stopping, filing, etc.
- Able to hear normal sounds with some background noise, as in answering phone, intercom, etc.
- Able to remain in uncomfortable positions for long periods such as bending over files, etc.

Primary Customers:

- Home Health Staff

Working Relationships:

- Frequently exposed to electro-magnetic radiation as in computer monitor.
- Occasional exposure to electrical hazards.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Home Health**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Answers phone and direct calls to appropriate personnel. <ul style="list-style-type: none"> • Answers telephone using proper etiquette • Relays information to staff in the field 			
Compiles chart, files and updates appropriately. <ul style="list-style-type: none"> • Files visit notes, orders etc. in medical records. • Disassembles discharged charts correctly and in a timely manner. 			
Prepares mail for distribution and logs. <ul style="list-style-type: none"> • Copies and dates orders prior to mailing. • Maintains logs; regularly checks log for late orders; resends orders as needed • Sorts incoming mail and files appropriately. 			
Maintains adequate office supplies. <ul style="list-style-type: none"> • Inventory supplies weekly and as needed • Give vendor orders, for needed supplies from appropriate staff member. • Places special orders as requested by staff. 			
Ensures positive customer relations interactions <ul style="list-style-type: none"> • Responds promptly to customer needs • 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