

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Information Desk			
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: Provide information to walk-up visitors and patients in a courteous professional manner.

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

1.	Pick up computer printout from hospital switchboard with list of patients and get logbook ready for entries of the day.
2.	Greet visitors in a professional and courteous manner.
3.	Provide accurate information to walk-up visitors.
4.	Answer and respond appropriately to all emergency alarms and codes.
5.	Enter tally of questions and directions requested for the day and total at end of shift.
6.	Keep patient information in the drawer out of visitors site when not seated at the desk.
7.	Return patient list at end of shift to volunteer workroom to be shredded.
8.	<p>Ensures positive customer relations interactions:</p> <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

Key Accountabilities

Key Accountability	
1.	Exceptional customer service to patients and families.
2.	Provide appropriate support that is requested from hospital staff and visitors

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.

Physical Requirements:

- Strength – Able to push/pull and lift objects less than 10 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
- Physician

Working Relationships:

- Works with patients and visitors

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Information Desk**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Pick up computer printout with list of patients and get logbook ready for entries of the day.			
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Provide accurate information to walk-up visitors.			
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Enter tally of questions and directions requested for the day and total at end of shift.			
Keep patient info in drawer out of visitors site when not at desk.			
Return patient list at end of shift to volunteer workroom to be shredded.			
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 			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title