

CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary: Assists the library staff in the smooth operation of the CBH library by providing resources for the improvement of care and services to patients based on thorough, accurate, and timely information and service

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

1.	Processes, checks in, checks out, catalogs, and shelves all materials entering or exiting the library system.
2.	Assists in the filling of requests for the duplication of articles or other materials that comply with the federal copyright law.
3.	Assists in the filling of interlibrary loans request.
4.	Performs other duties associated with the library including word processing, data entry, training, audiovisuals, and other tasks as needed.
5.	<p>Ensures positive customer relations interactions</p> <ul style="list-style-type: none"> • Manages difficult or emotional customer situations by seeking the assistance of the library staff as soon as possible • Responds promptly to customer needs by alerting the library staff • Meets commitments • Responds to requests for service and assistance

Key Accountabilities

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1.	<p>Time and Attendance</p> <ul style="list-style-type: none"> • Arrives and leaves at the designated time that has been pre-arranged with the library staff • Informs the library staff before they leave the library for meals or breaks
2.	<p>Photocopying</p> <ul style="list-style-type: none"> • Assists the library staff in photocopying documents • Checks for accuracy, completeness & legibility before giving it to the library staff
3.	Materials Processing

	<ul style="list-style-type: none"> Processes library materials under the supervision of the library staff Shelves library materials in the correct place in the library and seeks assistance from the library staff when in doubt.
4.	<p>Delivery</p> <ul style="list-style-type: none"> Delivers articles, books or other library materials to staff Picks up and delivers mail
5.	<p>Clerical Duties</p> <ul style="list-style-type: none"> Performs word processing Provides data entry Performs other clerical duties as assigned under the supervision of the library staff

Core Competencies

<p>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.</p>
<p>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.</p>
<p>Partnership-Willing to orient and teach others. Provides and accepts comments in a constructive manner.</p>
<p>Stewardship-Uses resources in a cost-effective manner. Conserves organizational resources.</p>
<p>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.</p>
<p>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.</p>

Minimum Education, Experience, Training, and Licensures/Certifications/Registrations Required:

- High School Diploma, GED or in the process of attaining a diploma
- Minimum of one-year computer, clerical, or library setting experience.
- Skills and Abilities: Technical and clerical skills. Medical terminology desirable

Skills and Abilities Required:

- Perform tasks which require hand-eye coordination
- See objects closely
- Hear normal sounds with some background noise
- Concentrate on fine detail with some interruption
- Attend to task/function for 45-60 minutes at a time
- Understand and remember multiple tasks/assignments
- Communicate verbally, using advanced level vocabulary
- Communicate in written word, using advanced written skills
- Self motivated and organized

Physical Requirements:

- Strength – Able to push/pull and lift objects no more than 20 pounds.
- Manual Dexterity – Frequently perform simple motor skills such as walking, standing and occasionally perform simple manipulative skills such as positioning the patient, etc.
- Coordination – Frequently perform gross body coordination, such as walking and stooping.
- Mobility – Able to walk and stand for prolonged periods
- Hearing – Able to hear normal sounds with some background noise as in alarms, phones, etc.
- Visual Discrimination – Able to see objects closely as in reading and able to discriminate colors.

Primary Customers:

- Visitors
- Staff
- Physician

Working Relationships:

- Exposure to electro-magnetic radiation through computer use.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** _____ **Library** _____

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
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Comments:

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

Initials	Signature/Title	Initials	Signature/Title