

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Mother/Baby Waiting Receiving			
Immediate Supervisor's Title	Coordinator for M/B and L&D			
Written and Review Dates	4/9/08	11/16/09		
Written or Reviewed By	Barbara Mathews	John Walker		

Position Summary: Adult and College Volunteer are responsible to provide care and communication to families of Obstetrical patients.

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

1.	Check in with Labor and delivery and get an updated schedule of those in labor and C Section schedule.
2.	Greet families; identify yourself, and your purpose.
3.	First, and above all else, be attentive to the families.
4.	Exhibit an attitude that the families needs and wants are extremely important.
5.	Seat Pre-OP families. Please remind the families that once the patient goes into surgery that they should check with you at the information desk.
6.	Maintain and keep a log sheet and surgery schedule and deliveries. Schedule should be updated, every 1½ hour.
7.	Schedule for any breaks, including lunch, with the Coordinator for Mother/baby and/or Labor and delivery
8.	Serve as a greeter and way finder for visitors to the entire Mother-baby area.
9.	Please inform the M/B Coordinator when you are leaving.
10.	If you need to take time off please schedule your own substitute. If a substitute cannot be found please inform the M/B coordinator.

Key Accountabilities

Key Accountability	
1.	Exceptional customer service to the Mother-Baby area patients and families.
2.	Provide appropriate support that is requested from Mother-Baby area including the Post Partum Area, Labor and Delivery and NICU
3.	Provide Way-finding to patients and families as needed.

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 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 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 prolong 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:

- Patients and their families
- Visitors
- Staff
- Physicians

Working Relationships:

- Works closely with Physicians, staff members and patient's families in the surgery waiting area.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: Mother-baby Waiting/Receiving Area

Name _____ **Department:** **Mother/Baby Waitin/Receiving**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Check in with Labor and delivery and get an updated schedule.			
Greet families; identify yourself, and your purpose.			
First, and above all else, be attentive to the families.			
Exhibit an attitude that the families needs and wants are extremely important.			
Seat pre-op families. Please remind the families that once the patient goes into surgery or delivery room that they should check with you at the information desk.			
Maintain and keep the log sheet of patients in L&D. consult computer for Post Partum patients			
Schedule for any breaks, including lunch, with the Mother-baby Coordinator			
Serve as a way finder for families through consulting computer base and also walking to show them the area.			
Please inform the Mother-Baby Coordinator when you are leaving.			
If you need to take time off please schedule your own substitute. If a substitute cannot be found please inform the Mother-Baby coordinator.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title