

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Mail & Flower Delivery			
Immediate Supervisor's Title	Director			
Written and Review Dates	12/1/06			
Written or Reviewed By	John Walker			

Position Summary: Responsible for the acceptance, Logging and delivery of Mail including E-cards and Flowers.

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

1.	Pick up computer printouts at the switchboard. The printouts should include discharges and a resident patient list.
2.	Verify the patient is here and in room when flowers arrive, so the delivery can be made
3.	Log all deliveries. Include those sent back so that we will have a record of the status of that delivery.
4.	Flowers should be delivered in a timely manner, particularly arrangements going to Mother Baby.
5.	Flowers should not be left for a patient who is not in their room without checking with the nurse's station to see if they are still in that room. If the patient is asleep, check to see if that is the right patient.
6.	Check at nurses' station before delivering a fruit basket or other food to a patient, to see if the patient is on a special diet.
7.	Flowers going back to the florist should be left in the workroom with the appropriate form attached to them.
8.	At the end of the day the number of arrangements and names of volunteers who worked should be indicated on the flower log.
9.	Become familiar with the florists guidelines and ensure they are followed.
10.	Mail for the patients is delivered to the volunteer workroom around 10:30 a.m.
11.	Sort the mail by name and then floor. Check for patient room number on the computer.
12.	Discharges should be noted on the patient's mail and then the mail should be forwarded to the patient's address as noted on the discharge listing. The hospital address and any postal marking should be marked out with a black marker. The patient's address should be marked clearly on the envelope and the "Please Forward" stamp should be used.
13.	Mail for patients is sorted by floor and unit and then delivered.
14.	After following all of the above steps, you still have patient mail that is undeliverable or cannot be forwarded, it should be marked "Return to Sender".

15.	All forwarded and returned mail can be placed in the mailbox in the hospital mailroom.
16.	Check for Print, Log, and deliver E-cards sent over the internet.

Key Accountabilities

Key Accountability	
1.	Receive, Log, Deliver, Return flowers delivered to patients
2.	Receive, Log, Sort, Deliver, Forward, Return patient mail.
3.	Check, Log, Print, Deliver E-cards

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 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.
- Hearing – Able to hear normal sounds with some background noise as in an answering machine.
- Visual Discrimination – Able to see objects closely as in reading and able to discriminate colors.

Primary Customers:

- Patients
- Staff
- Families

Working Relationships:

- Works closely with staff members throughout the hospital.

**Central Baptist Hospital
Volunteer Services
Validation Tool**

For: _____

Name _____ **Department:** _____ **Mail and Flowers**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Pick up computer printout and the printouts should include discharges and a resident patient list.			
Verify the patient is here and in room when flowers arrive, so that he/she can receive the delivery.			
Log all deliveries; include those sent back so that we will have a record of the status of that delivery.			
Flowers should be delivered in a timely manner, particularly arrangements going to mother baby.			
Flowers should not be left for a patient who is not in their room without checking with the nurse' station to see if they are still in that room. If the patient is asleep, check to see if that is the right patient.			
Check at nurses' station before delivering a fruit basket or other food to a patient, to see if the patient is on a special diet.			
Flowers going back to the florist should be left in the workroom with the appropriate form attached to them.			
At the end of the day (shift), the number of arrangements and names of volunteers who worked should be indicated on the flower log.			
Become familiar with the florists guidelines attached and ensure they are followed.			
Mail for the patient is available for pickup in the hospital mailroom around 10:30am			
Sort the mail and check for patient room number on the computer.			
Discharges should be noted on the patient's mail and then the mail should be forwarded to the patient's address as noted on the discharge listing. The hospital address and any postal marking should be marked out with a black marker. The patient's address should be marked clearly on the envelope and the "Please Forward" stamp should be used.			
Mail for patients is sorted by floor and unit and then delivered.			
After following all of the above steps, you still have patient mail that is undeliverable or cannot be forwarded, it should be marked "Return to Sender".			
All forwarded and returned mail can be placed in the mailbox in the hospital mailroom.			
Check for Print, Log, and deliver E-cards sent over the internet.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title

