

CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary:

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

1.	Keeps dressing areas stocked and prepares exam rooms between patients.
2.	Assists technologist with clerical responsibilities as time permits.
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11.	<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 • Meets commitments

Key Accountabilities

Key Accountability	
1.	<p>Demonstrates the skills and judgment necessary to provide direct care to patients under the direct Supervision of technologists and radiologist.</p> <ul style="list-style-type: none"> • Escorts' patients to dressing area and gives instructions on how to prepare for exam. • Obtains history sheet from patient. • Assists patient with dressing if necessary. • Transports patient if necessary.

2.	<ul style="list-style-type: none"> • Assists with maintaining a safe, clean and orderly environment. • Operates all equipment in a safe manner. • Cleans equipment and stocks supplies as directed. • Receives and directs phone calls promptly and accurately to appropriate individual. • Assists technologist with filing, order entry, faxing and copying as assigned.
3.	<ul style="list-style-type: none"> • Demonstrates respect and regard for the dignity of all patients, families, visitors and fellow employees to ensure a professional, responsible and courteous environment. • Maintains professional composure and confidence during stressful situation. • Maintains open communication with staff and physician. • Conducts all work activities with respect for right and wishes of patients, visitors, families and fellow employees. • Maintains confidentiality of hospital and patient information at all times as observed by peers and management. • Presents neat appearance in proper attire and identification as required by the position, department, and hospital policy.
4.	<ul style="list-style-type: none"> • Helps promotes effective working relations with staff and works effectively within the department. • Uses appropriate communication skills with patients and co-workers. • Clarifies instructions and ask for guidance when additional information is needed. • Completes work assignments on time/readily accept assignments.

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 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:

- Able to push/pull 10 lbs. Able to lift objects 10 lbs. Or less.
- Able to perform moderately difficult manipulative skills such as typing, collating.
- Able to see objects closely, as in viewing computer screens.
- Able to hear normal sounds with some background noise.
- Able to concentrate on fine detail with constant interruption.
- Able to attend to task/function for more than 60 minutes at a time.
- Able to understand and relate to specific ideas, generally several at a time.
- Able to remember task/assignment given at beginning of a period of time extending several days.
- Able to communicate verbally using standard high school level vocabulary.

Physical Requirements:

- Strength – Able to occasionally push/pull objects up to 150lbs and occasionally lifts objects up to 10 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:

- Staff
- Patients

Working Relationships:

- Works closely with staff members throughout the department

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** Mammography

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Keeps dressing areas stocked and prepares exam rooms between patients.			
Takes specimens to Pathology			
Transports films between facilities for Radiologist interpretation.			
Gathers/relays information as instructed by Radiologist.			
Assists technologist with clerical responsibilities as time permits.			
Handles distribution of films per request from patients, doctor's offices and other CBH departments.			
Ensures positive customer relations interactions _ Manages difficult or emotional customer situations _ Responds promptly to customer needs _ Solicits customer feedback to improve service _ 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