



CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Materials Distribution			
Immediate Supervisor's Title	Director, Volunteer Services			
Written and Review Dates	12/01/06	11/16/09		
Written or Reviewed By	John Walker	John Walker		

Position Summary: Assists in the receipt and delivery of materials and equipment delivered to the Receiving Department. Assists the Central Distribution Supervisor as necessary.

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

1.	Assist in receiving materials and equipment delivered to the facility by various vendors.
2.	Maintains all areas of package storage in a neat and organized manner.
4.	Properly disburses all materials and equipment to various locations in the hospital.
5.	Maintains equipment utilized in transporting materials in a manner that ensure reliable and safe operations.
7.	Prepares items for return shipment in conjunction with the user department and Purchasing.
8.	Demonstrates knowledge of the overall function of the Materials Management Department
9.	Provides customer service for all hospital employees who come to Central Distribution for supplies
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.	Assists in receiving packages in accordance with the policies and procedures daily and delivers all packages to the appropriate department daily obtaining signatures on the packing slips prior to release of the package.

2.	Forwards back order or order inaccuracies to the Purchasing Department upon receipt of the package.
	Helps to complete tasks in the Central Distribution Department that are necessary for the overall department's success; assist co-workers in completing tasks when your responsibilities have been met. Render yourself available at all times for customers and co-workers.

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:

- Able to push/pull/lift objects more than 50 pounds.
- Able to perform simple motor skills such as standing, walking, etc.

- Able to perform gross body coordination such as walking, stooping, filing, etc.
- Able to stand for prolonged periods.
- Able to see objects far away as in driving.
- Able to see objects closely as in reading bar code labels, etc.
- Able to hear normal sounds with some background noise, as in answering phone, intercom, etc.
- Able to concentrate on moderate 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.

Primary Customers:

- Staff

Working Relationships:

- Works closely with staff members throughout the hospital.

**Central Baptist Hospital
Volunteer Services
Validation Tool**

For: _____

Name _____ **Department:** Material Distribution

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Assist in receiving materials and equipment delivered to the facility by various vendors.			
Maintains all areas of package storage in a neat and organized manner.			
Forwards backorder information to the appropriate Buyer in a timely manner.			
Properly disburses all materials and equipment to various locations in the hospital.			
Maintains all equipment utilized in transporting materials in a manner that ensure reliable and safe operations.			
Prepares items for return shipment in conjunction with the user department and Purchasing.			
Demonstrates knowledge of the overall function of the Materials Management Department			
Provides customer service for all hospital employees who come to Central Distribution for supplies.			
Receives, reviews and fills all requests for supplies that are not automatically replenished in their PAR closet as needed.			
<ul style="list-style-type: none"> - 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