

# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	Medical Staff Office			
<b>Immediate Supervisor's Title</b>	Director			
<b>Written and Review Dates</b>	12/1/06	11/16/09		
<b>Written or Reviewed By</b>	John Walker	John Walker		

**Position Summary:** Responsible in assisting the Medical Staff office with various secretarial duties

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

1.	Entering non-confidential information into the computer.
2.	Alphabetizing records and reports to be filed.
3.	Labeling envelopes and stuffing material ready to mail.
4.	Prepare and sort monthly newsletters for physicians.
5.	Double check MSDS sheets and computer.
6.	Prepare folders for peer review by removing old pages.
7.	File several informational reports and certifications.
8.	Follow up on various one-time duties that may arise.

### Key Accountabilities

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1.	Provide appropriate support that is requested from the Medical Staff Office.
2.	Demonstrates knowledge and accountability of role in Med Staff area.

## Core Competencies

<b>Integrity</b> -Works with integrity and ethically. Demonstrates understanding of hospital mission and values in word and practice. Follows policies and procedures. Maintains corporate compliance guidelines.
<b>Hospitality</b> -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.
<b>Partnership</b> -Willing to orient and teach others. Provides and accepts comments in a constructive manner.
<b>Stewardship</b> -Uses resources in a cost-effective manner. Conserves organizational resources.
<b>Excellence</b> -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.
<b>Personal Accountability</b> -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.
- 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 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.

**Primary Customers:**

- Staff
- Physician
- Visitors

**Working Relationships:**

- Works closely with Physicians and staff members in the Medical Staff office.

Central Baptist Hospital  
Volunteer Services  
Validation Tool

**For:** \_\_\_\_\_

**Name** \_\_\_\_\_ **Department:** Medical Staff Office

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Entering non-confidential information into the computer.			
Alphabetizing records and reports to be filed.			
Labeling envelopes and stuffing material ready to mail.			
Prepare and sort monthly newsletters for physicians.			
Double check MSDS sheets and computer.			
Prepare folders for peer review by removing old pages.			
File several informational reports and certifications.			
Follow up on various one-time duties that may arise.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title