

# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	Mended Hearts Volunteer			
<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:** Visit patients and their families to offer encouragement and support before the surgical procedure of open-heart surgery.

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

1.	Pick up patient's list in switchboard to identify Mended Hearts visitations
2.	Verify patient information and room number
3.	Review surgery schedule for 2ICU to collect any add on patients
4.	Go to nurses station to verify approval before visiting patient
5.	During visitation act professionally and answer all questions as completely as possible and provide resource material
6.	Complete patient information sheet after each visit and file in Mended Hearts visitation book
7.	Shred unused information on each patient after visiting is complete
8.	Identify open heart patients and deliver Mended Heart pillows

### Key Accountabilities

<b>Key Accountability</b>	
1.	Visit Open Heart patient and their families for encouragement and support
2.	Identify patient and provide resource material and deliver Mended Heart pillow

## 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 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.
- Self motivated and organized.

## 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 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
- Hearing – Able to hear normal sounds with some background of noise as in answering machine.

**Primary Customers:**

- Patients and their families
- Visitors
- Staff

**Working Relationships:**

- Works closely with staff members throughout the hospital.

Central Baptist Hospital  
Volunteer Services  
Validation Tool

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

**Name** \_\_\_\_\_ **Department:** **Mended Hearts**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Pick up patient's list in switchboard to identify Mended Hearts visitations			
Verify patient information and room number			
Review surgery schedule for 2ICU to collect any add on patients			
Go to nurses station to verify approval before visiting patient			
During visitation act professional and answer all question as possible and provide resource material			
Complete patient information sheet after each visit and file in Mended Hearts visitation book			
Shred unused information on patient after visit.			
Identify open heart patients and deliver Mended Heart pillows			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title