

CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary: Provides patient care and support by performing selected routine duties to assist medical and nursing personnel in the care of patients.

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

1.	Assists in obtaining and preparing chart packs.
2.	Assists patients in personal hygiene such as bathing, dental and oral care, hair and nail care.
3.	Assists patients in dressing and undressing while providing dignity and privacy.
4.	Escort or transport patients to various hospital locations while maintaining patient safety.
5.	Clean assigned area; stock and replenish supplies and equipment as required.
6.	Assist in transferring and discharging patients as required.
7.	Answers signal lights, bells, or intercom system to determine patients' needs and seeks resolution as performs and documents appropriate procedures and data according to hospital policy and procedure.

Key Accountabilities

Key Accountability	
1.	Maintains a safe environment for the patient according to policy and procedure
2.	Answers signal lights, bells, or intercom system to determine patients' needs and seeks resolution as performs and documents appropriate procedures and data according to hospital policy and procedure.

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:

- Strength – Able to occasionally push/pull objects up to 150 lbs and occasionally lift objects up to 50 lbs.
- Manual Dexterity – Able to frequently perform moderately difficult manipulative skills such as typing and positioning patient.
- 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:

- Patients
- Staff

Working Relationships:

- Works closely with staff members throughout the hospital

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Nursing Floor**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Assists in obtaining and preparing chart packs.			
Assists patients in personal hygiene such as bathing, dental and oral care, hair and nail care.			
Assists patients in dressing and undressing while providing dignity and privacy.			
Escort or transport patients to various hospital locations while maintaining patient safety.			
Clean assigned area; stock and replenish supplies and equipment as required.			
Assist in transferring and discharging patients as required.			
Answers signal lights, bells, or intercom system to determine patients' needs and seeks resolution as performs and documents appropriate procedures and data according to hospital policy and procedure.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title