

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Outcome & Research			
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: Assist the department staff by performing general office duties.

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

1.	
2.	
3.	
4.	<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.	<ul style="list-style-type: none"> • Communicates with director to resolve problems/concerns, making suggestions to improve research processes to enhance team efficiency and productivity. • Participates as a team member on requested.
2.	

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:

- Concentration – Able to constantly concentrate on multiple details with frequent interruption.
- Attention Span – Able to frequently attend to task/function for more than 60 minutes at a time.
- Conceptualization – Able to frequently understand and relate to concepts behind specific ideas and theories behind several related concepts.
- Memory – Able to constantly remember multiple tasks/functions given to self and others over long periods of time.
- Communication – Able to constantly communicate verbally and in writing using advanced level vocabulary and advanced writing skills.

Physical Requirements:

- Strength – Able to occasionally push/pull objects and occasionally lift objects up to 50 lbs.
- Manual Dexterity – Able to frequently perform moderately difficult manipulative skills such as typing and positioning objects.
- Coordination – Able to constantly perform gross body movement such as walking, stooping, filing, etc.
- Mobility – Able to frequently stand for prolonged periods.
- Visual Discrimination – Able to constantly see objects closely as in reading paper records and computer screen.
- Hearing – Able to constantly hear normal sounds with some background noise as in answering the telephone.

Primary Customers:

- Staff
- Patients

Working Relationships:

- Works closely with staff members throughout the department.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Outcome & Research**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Assists staff in providing appropriate infection control related care to patients according to hospital policy and procedures.			
Actively participates in the performance improvement activities focusing on infection control practices and outcomes reporting.			
Attends all required safety training programs and can describe his/her responsibilities related to general safety, department/service safety, specific job related hazards, and national patient safety goals.			
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