

CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary: Identify and visit patients as requested by supervisor by providing emotional and physical support when needed

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

1.	Gather name and location of patients form Patient Relations supervisor for visitation on that day.
2.	Check with the nursing staff before entering rooms with caution signs.
3.	Always knock and identify yourself before entering the patient's room.
4.	Greet the patient with a smile and let them know that our staff cares about any concerns they may have.
5.	LISTEN to what the patient may have to say, respond appropriately and pass along the patients concern to the appropriate staff member(s).
6.	Avoid getting personally involved. If patients ask for personal assistance, get the nursing staff to assist in their need.
7.	Help them to know that Administration cares.

Key Accountabilities

Key Accountability	
1.	Listen to what the patient has to say. Record the information and respond appropriately.
2.	Provide emotional support without getting personally involved.

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 children and 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 push/pull and lift objects less than 10 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, stand and sit.
- 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.

Primary Customers:

- Patients and their families
- Staff

Working Relationships:

- Works closely with staff members and patient's families to resolve issues that arise during a patient's stay.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Patient Relations**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
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LISTEN to what the patient may have to say, respond appropriately and pass along the patients concern to the appropriate staff member(s).			
Avoid getting personally involved. If patients ask for personal assistance, get the nursing staff to assist in their need.			
Help them to know that Administration cares.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title