



CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department	Perinatal Diagnostic Center			
Immediate Supervisor's Title	Director, Volunteer Services			
Written and Review Dates	12/1/06	11/16/09		
Written or Reviewed By	John Walker	John Walker		

Position Summary: Performs a variety of clerical duties relating to the updating and organizing of information in the department.

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

1.	Greets, receives and directs patients and visitors in a professional manner.
2.	Assembles patient packets with appropriate paperwork and booklets.
3.	Copies and sends prenatal information to appropriate departments.
4.	Assists staff by filing patient medical information.
5.	Assist staff with Performing data entry.
6.	Takes mail to mailroom and distributes mail daily.

Key Accountabilities

Key Accountability	
1.	Assist Perinatologist with: <ul style="list-style-type: none"> • Retrieval of patient medical records • Works with little supervision
2.	Greets, receives, and directs patients, visitors and internal and external customers in a professional and respectful manner.
3.	Maintains office equipment and inventory

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 and occasionally lift objects less than 10 pounds.
- Manual Dexterity - Able to frequently perform moderately difficult manipulative skills such as typing.
- Coordination - Able to constantly perform gross body movement such as walking, stooping, filing etc.
- Mobility - Able to frequently stand or sit for prolong periods.
- Visual Discrimination - Able to constantly see objects closely as in reading computer screen, monitors and paper records.
- Hearing-Able to constantly hear normal sounds with some background noise as in answering telephone.

Primary Customers:

- Staff
- Patients

Working Relationships:

- Works closely with staff members within the department

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** Perinatal Diagnostic Center

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
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Assist staff with Performing data entry.			
Takes mail to mailroom and distributes mail daily.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title