

# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	<b>Pre-Admission Testing</b>			
<b>Immediate Supervisor's Title</b>	Director, Volunteer Services			
<b>Written and Review Dates</b>	10/23/07	11/16/09		
<b>Written or Reviewed By</b>	John Walker	John Walker		

**Position Summary:** Greets and directs patients and visitors. Assist in performing a variety of clerical duties prepares and compiles patient packets.

**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.	Demonstrates a caring and respectful attitude to all customers – external and internal
3.	Helps to complete the patient check-in process
4.	Practice proper phone etiquette
5.	Communicates information accurately and timely
6.	Assembles patient packets with appropriate paperwork and booklets
7.	Knowledgeable on the use and care of department equipment – fax machine; copier; printer and Computer.
8.	Restocks unit supplies as needed
9.	Keeps area clean and orderly
10.	Prioritizes tasks to be performed
11.	Transports patients in wheelchair to locations within facility.

### Key Accountabilities

<b>Key Accountability</b>	
1.	Help to complete the patient check-in process
2.	Provides support to the staff and expedites the PAT process
3.	Demonstrates Leadership skills
4.	Displays excellent customer service behaviors

## 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 communication skills and attention to detail.
- High-level customer relations skills.
- Computer and data entry knowledge.
- Excellent telephone, filing and typing skills.
- Operates all standard office equipment.
- Demonstrates flexibility to adjust to change, ability to work under pressure, and effectively deal with multiple personality types.
- Able to plan, organize, prioritize, and complete assignments with minimal direction.

## Physical Requirements:

- Able to push/lift/pull objects more than 20 pounds.
- Able to perform moderately difficult manipulative skills and tasks which require arm-hand and hand-eye coordination, such as typing/keyboarding skills.
- Able to sit for prolonged periods and to discriminate colors and close objects.
- Able to perform both simple motor skills and gross body coordination such as standing, walking, stopping, filing, etc.
- Able to hear normal sounds with some background noise, as in answering phone, intercom, etc.
- Able to remain in uncomfortable positions for long periods such as bending over files, etc.

**Primary Customers:**

- Patients
- Staff

**Working Relationships:**

- Works closely with staff members throughout the department.

Central Baptist Hospital  
Volunteer Services  
Validation Tool

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

**Name** \_\_\_\_\_ **Department:** Pre Admission Testing

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Greets, receives, and directs patients and visitors in a professional manner			
Demonstrates a caring and respectful attitude to all customers – external and internal			
Help to completes the patient check-in process			
Practices proper phone etiquette			
Communicates information accurately and timely			
Assembles patient packets with appropriate paperwork and booklets			
Knowledgeable on the use and care of department equipment – fax machine; copier; printer and computer			
Keeps area clean and orderly			
Prioritizes tasks to be performed			
Transports patients in wheelchair to locations within facility			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title