

# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	Pre-op			
<b>Immediate Supervisor's Title</b>	Director			
<b>Written and Review Dates</b>	12/1/06	11/16/09		
<b>Written or Reviewed By</b>	John Walker	John Walker		

**Job Summary:** Provide customer service related assistance to patients and their families as they begin the surgical process.

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

1.	Accompany visitors to and from waiting room as needed.
2.	Escort patients from surgery and registration as needed.
3.	Escort patients to their assigned bay.
4.	Explain undressing, and proper handling of personal belongings.
4.	Document patient's initials, physician's name and time of arrival on pre-op board.
5.	Provide warm blankets for patients as needed.
6.	Wipe down and dress stretchers as needed. Transfer stretchers from PACU as needed.
7.	Dress box of pillows in the morning.
8.	Assists in assembling chart packets.
9.	Stock blanket warmer as needed.

### Key Accountabilities

Key Accountability	
1.	Exceptional customer service to surgery patients and families.
2.	Provide appropriate support that is requested from pre-op staff.

## 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 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.

## Working Conditions:

- Strength – Able to push/pull and lift objects no more than 50 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 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 within the department.

Central Baptist Hospital  
Volunteer Services  
Validation Tool

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

**Name** \_\_\_\_\_ **Department:** \_\_\_\_\_ **Pre-op** \_\_\_\_\_

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Accompany visitors to and from waiting room as needed.			
Escort patients from surgery and registration as needed.			
Escort patients to their assigned bay.			
Explain undressing, and proper handling of personal belongings.			
Document patient's initials, physician's name and time of arrival on pre-op board.			
Provide warm blankets for patients as needed.			
Wipe down and dress stretchers as needed. Transfer stretchers from PACU as needed.			
Dress box of pillows in the morning.			
Assists in assembling chart packets.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title