

CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary: Recommends preventive and/or remedial solutions that will ensure safety, reduce hazards, prevent loss, transfer risks, and minimize the chance of harm to patients, visitors, staff, and the organization.

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

1.	
2.	
3.	
4.	
5.	<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.	
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
- Be dependable, have a positive attitude when volunteering and respect the staff.
- Must maintain confidentiality.

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.
- Self motivated and organized.

Physical Requirements:

- 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 and their families
- Visitors

Working Relationships:

- Works closely with staff members throughout the hospital.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** **Risk Management**

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Ensures positive customer relations interactions: <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 			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title