



CENTRAL BAPTIST HOSPITAL

Position Description

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

Position Summary: Adult and College Volunteer are responsible to provide care and communication to families of surgical patients.

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

1.	Check in with surgery and get an updated schedule.
2.	Greet families; identify yourself, and your purpose.
3.	First, and above all else, be attentive to the families.
4.	Exhibit an attitude that the families needs and wants are extremely important.
5.	Seat and register pre-op families. Please remind the families that once the patient goes into surgery that they should check with you at the information desk.
6.	Maintain and keep the log sheet and surgery schedule updated. Surgery schedule should be updated, every 1½ hour. When surgery schedule is updated please update the Surgery Waiting Coordinator's surgery schedule, also.
7.	Schedule for any breaks, including lunch, with the surgery waiting room coordinator.
8.	The volunteer will be responsible for assigning consultation room numbers for families. The Pre-op volunteer should also call the Surgery Waiting room Coordinator to inform him/her of which family to send down and which consultation room was assigned.
9.	Please inform the Surgery Waiting Coordinator when you are leaving.
10.	If you need to take time off please schedule your own substitute. If a substitute cannot be found please inform the surgery waiting coordinator.

Key Accountabilities

Key Accountability	
1.	Exceptional customer service to surgery patients and families.
2.	Provide appropriate support that is requested from Surgery Waiting room and surgery staff.

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 push/pull and lift objects less than 20 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
- Staff
- Physicians

Working Relationships:

- Works closely with Physicians, staff members and patient's families in the surgery waiting area.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____ **Department:** Surgery Waiting

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Check in with surgery and get an updated schedule.			
Greet families; identify yourself, and your purpose.			
First, and above all else, be attentive to the families.			
Exhibit an attitude that the families needs and wants are extremely important.			
Seat and register pre-op families. Please remind the families that once the patient goes into surgery that they should check with you at the information desk.			
Maintain and keep the log sheet and surgery schedule updated. Surgery schedule should be updated, every 1½ hour. When surgery schedule is updated please update the Surgery Waiting Coordinator’s surgery schedule, also.			
Schedule for any breaks, including lunch, with the surgery waiting room coordinator.			
The volunteer will be responsible for assigning consultation room numbers for families. The Pre-op volunteer should also call the Surgery Waiting room Coordinator to inform him/her of which family to send down and which consultation room was assigned.			
Please inform the Surgery Waiting Coordinator when you are leaving.			
If you need to take time off please schedule your own substitute. If a substitute cannot be found please inform the surgery waiting coordinator.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title