

CENTRAL BAPTIST HOSPITAL

Position Description

Position Title	Volunteer			
Department				
Immediate Supervisor's Title	Director, Volunteer Services			
Written and Review Dates	10/10/05	11/16/09		
Written or Reviewed By	John Walker	John Walker		

Position Summary:

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

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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. Must maintain patient confidentiality.

Skills and Abilities Required:

- Excellent interpersonal Skills.
- Good communication and listening skills with children and 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.

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 writing and collating.
- Coordination – Frequently perform gross body coordination, such as walking and stooping.
- Mobility – Able to walk stand and sit.
- Hearing – Able to hear normal sounds with some background noise as in an answering machine.
- 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 throughout the hospital.

Central Baptist Hospital
Volunteer Services
Validation Tool

For: _____

Name _____

Unit: _____

OBJECTIVE (S):

General Accountabilities	Met	Not Met	N/A
Pick up computer printout and the printouts should include discharges and a resident patient list.			
Verify the patient is here and in room when flowers arrive, so that he/she can receive the delivery.			
Log all deliveries; include those sent back so that we will have a record of the status of that delivery.			
Flowers should be delivered in a timely manner, particularly arrangements going to mother baby.			
Flowers should not be left for a patient who is not in their room without checking with the nurse' station to see if they are still in that room. If the patient is asleep, check to see if that is the right patient.			
Check at nurses' station before delivering a fruit basket or other food to a patient, to see if the patient is on a special diet.			
Flowers going back to the florist should be left in the workroom with the appropriate form attached to them.			
At the end of the day (shift), the number of arrangements and names of volunteers who worked should be indicated on the flower log.			
Become familiar with the florists guidelines attached and ensure they are followed.			
Mail for the patients is available for pickup in the hospital mailroom around 9:45 a.m.			
Sort the mail and check for patient room number on the computer.			
Discharges should be noted on the patient's mail and then the mail should be forwarded to the patient's address as noted on the discharge listing. The hospital address and any postal marking should be marked out with a black marker. The patient's address should be marked clearly on the envelope and the "Please Forward" stamp should be used.			
Mail for patients is sorted by floor and unit and then delivered.			
After following all of the above steps, you still have patient mail that is undeliverable or cannot be forwarded, it should be marked "Return to Sender".			
All forwarded and returned mail can be placed in the mailbox in the hospital mailroom.			

Comments:

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

Initials	Signature/Title	Initials	Signature/Title