



# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	Transport			
<b>Immediate Supervisor's Title</b>	Director			
<b>Written and Review Dates</b>	12/1/06			
<b>Written or Reviewed By</b>	John Walker			

**Position Summary:** Performs activities related to transportation of patients to and from diagnostic testing, discharge, and admission as directed by nursing and ancillary departments.

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

1.	Maintains organization and patient confidentiality at all times.
2.	Performs all transports in a proficient and thorough manner.
3.	Knowledgeable of equipment used in patient care: stretchers, cardiac monitor and oxygen containers.
4.	Maintain good communication at all times with the requesting and receiving units during patient transports.
5.	Utilizes proper body mechanics when lifting, moving or transporting patients.
6.	Practices universal precautions or other isolation guidelines as indicated.
7.	Maintains a safe environment for the patient by following the policies related to side rails, restraints and falls protocol. Keeps patient's room free of clutter and maintains a clear path in room after returning from transport.
8.	Maintains established department and hospital mission, policies and procedures, continuous quality improvement, safety, environmental and infection control standards.
9.	Respects the privacy of patients/customers and the confidentiality of information.
10.	Reports malfunctioning equipment to nursing staff or Lead transporter.
11.	Demonstrates positive customer relations by maintaining rapport and a cooperative working relationship with all customers including but not limited to: patients, family members, visitors, physicians, nursing and ancillary departments.
12.	Demonstrates professionalism through: a) Positive and effective communication skills. b) Supportive and constructive behavior. c) Friendly and helpful manner to all customers. d) Adhering to departmental and hospital dress code.
13.	Performs other duties as directed by Director, Unit Coordinator and Lead Transporter.

## Key Accountabilities

Key Accountability	
1.	Assists in transportation activities of patients. Able to handle workload during extremely high volume conditions.
2.	Demonstrates accountability of role. Adheres to the departmental appearance standard as described.
3.	Demonstrates knowledge, care and maintenance of equipment used during the course of the day.

## 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:

- Knowledge and recognition of basic human needs and demonstrated a willingness to help others. self-directed.
- Demonstrated ability to accept and carry out an assigned task.
- Able to communicate verbally using basic medical terminology appropriately.
- Maturity and ability to deal effectively with the demands of the job.

## **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
- Staff

## **Mental requirements:**

- Concentration – Able to constantly concentrate on minimal and fine detail with some interruption.
- Attention Span – Able to frequently attend to task/function for more than 60 minutes at a time and to frequently attend to task/function for less than 10 minutes at a time.
- Conceptualization – Able to constantly understand and relate to the theories behind several related concepts.
- Memory – Able to constantly remember multiple tasks/functions given to self and others over long periods of time.
- Communication – Able to constantly communicate verbally and in writing using strong communication skills and able to use and understand vocabulary with some knowledge of medical terminology.

## **Working Conditions:**

- Requires much walking, lifting, and physical exertions.
- Exposure to toxins, cytotoxins or infectious disease possible when dealing with patients

**Central Baptist Hospital  
Volunteer Services  
Validation Tool**

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

**Name** \_\_\_\_\_ **Department:** \_\_\_\_\_ **Transport** \_\_\_\_\_

**OBJECTIVE (S):**

General Accountabilities	Met	Not Met	N/A
Maintains organization and patient confidentiality at all times.			
Performs all transports in a proficient and thorough manner.			
Knowledgeable of equipment used in patient care: stretchers, cardiac monitor and oxygen containers.			
Maintain good communication at all times with the requesting and receiving units during patient transports.			
Utilizes proper body mechanics when lifting, moving or transporting patients.			
Practices universal precautions or other isolation guidelines as indicated.			
Maintains a safe environment for the patient by following the policies related to side rails, restraints and falls protocol. Keeps patient's room free of clutter and maintains a clear path in room after returning from transport.			
Maintains established department and hospital mission, policies and procedures, continuous quality improvement, safety, environmental and infection control standards.			
Respects the privacy of patients/customers and the confidentiality of information.			
Reports malfunctioning equipment to nursing staff or Lead transporter.			
Demonstrates positive customer relations by maintaining rapport and a cooperative working relationship with all customers including but not limited to: patients, family members, visitors, physicians, nursing and ancillary departments.			
Demonstrates professionalism through: a) Positive and effective communication skills. b) Supportive and constructive behavior. c) Friendly and helpful manner to all customers. d) Adhering to departmental and hospital dress code.			
Performs other duties as directed by Director, Unit coordinator and Lead Transporter.			

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