

# Volunteer Position Description

<b>Position Title:</b>	ACS – Cancer Resource Center Volunteer
<b>Position Type:</b>	Patient Services Personnel
<b>Facility:</b>	Edg
<b>Position Summary:</b>	
Guides cancer patients, families, and/or caregivers with cancer-related information and referrals to internal St. Elizabeth Healthcare (SEH) programs/services; local community programs/services, and ACS local, state, and/or national resources.	
<b>Qualifications:</b>	
<ul style="list-style-type: none"> <li>• Maintain confidentiality</li> <li>• A desire to work with cancer patients and their families in a treatment center setting; must be warm, helpful and courteous at all times</li> <li>• Ability to communicate clearly and compassionately in person, via telephone and in writing</li> <li>• Attention to detail and paperwork; computer knowledge a plus</li> <li>• Must be able to stand for long periods and walk</li> </ul>	
<b>Duties &amp; Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Maintain high level knowledge of ACS programs/services, St. Elizabeth Healthcare (SEH) programs/services and community resources.</li> <li>• Provide resources and information from the ACS website, database and 1-800#.</li> <li>• Provide SEH resource center and NCI ‘Cancer Help’ touchscreen assistance.</li> <li>• Guide patients and family members seeking information to the appropriate materials.</li> <li>• Accommodate the needs of cancer patients with wigs, turbans and other gift items.</li> <li>• Document all patient, family member and caregiver contacts made and information and assistance given.</li> <li>• Adhere to patient confidentiality standards at all times.</li> <li>• Commit to and be present for weekly assigned shift. In the event of illness or other absence, inform Volunteer Scheduler as far in advance of assigned shift as possible.</li> <li>• Assist with volunteer recruitment and attend regular meetings scheduled by the CRC Chair.</li> <li>• Work closely with SEH associates.</li> </ul>	
<b>Key Accountabilities:</b>	
<ul style="list-style-type: none"> <li>• Maintains patient confidentiality</li> <li>• Makes productive use of time</li> <li>• Keeps adequate records of patient contact made/assistance given</li> <li>• Works closely with SEH associates</li> <li>• Cancer Resource Center orientation and program updates as required</li> </ul>	
<b>Time Commitment:</b>	
<ul style="list-style-type: none"> <li>• Four hour shifts – 1 to 3 days/week</li> </ul>	

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**Uniform:**

- Professional Dress/Badging