

Volunteer Position Description

Position Title:	Cardiac Surgery Recovery Lounge
Position Type:	Patient Services Personnel
Facility:	Edg
Position Summary:	
To act as liaison between families and cardiac surgery staff	
Qualifications:	
<ul style="list-style-type: none"> • Compassionate • Maintains confidentiality • Good phone skills to talk with patient's family • Problem solving skills • Flexible • Excellent communication skills • Ability to defuse negative emotional situation • Physically capable of walking and enduring the requirements of this positions • Good listening and hearing skills 	
Duties & Responsibilities:	
<ul style="list-style-type: none"> • Report to secretary or CSR nurses in AM for surgery schedule • Greet all and make eye contact • Document daily activities on daily log sheet • Act as liaison/provide communication between staff/families • Explain role to families • Escorting families to consultation rooms to meet with physician • Answer central CSR lounge phone and refer calls to waiting families • Keep families updated on patient's progress in surgery • Keep in contact with Nursing staff regarding patient's progress in OR • Will have access to come into CSR Unit for progress reports and family comfort items (tissues, blankets, magazines, snack baskets) 	
Key Accountabilities:	
<ul style="list-style-type: none"> • Maintains confidentiality • Maintains weekly schedule • Takes and relays accurate messages 	
Time Commitment:	
<ul style="list-style-type: none"> • One shift a week from 8:00 to 12:00 with consistent schedule days between Monday and Friday. Volunteer is welcome as early as 7:30am to greet family 	
Uniform:	
<ul style="list-style-type: none"> • Approved volunteer uniform 	