

Volunteer Position Description

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| Position Title: | Information Volunteer |
| Position Type: | Non-patient Care or Service Personnel |
| Facility: | Edg ,Flo, Ft.T |
| Position Summary: | |
| This position contributes to the mission of St. Elizabeth Healthcare and the goals of the department by enhancing Customer Satisfaction, Guest and Community Relations, Provides assistance, directions, and accurate information to our customers (visitors, patients, associates and other volunteers) in a proactive, sincere, respectful and courteous manner. | |
| Qualifications: | |
| <ul style="list-style-type: none">• Excellent communication and interpersonal skills.• Ability to maintain confidentiality.• Ability and willingness to hear the questions or concerns of patients/guests.• Ability to display and maintain a professional and courteous attitude.• Ability to problem solve with positive outcomes for guests and facility.• Must have good mobility to be able to stand and walk/navigate through the hospital.• Ability to work independently and with a co-worker.• Experience with or willingness to acquire computer and telephone skills. | |
| Duties & Responsibilities: | |
| <ul style="list-style-type: none">• Welcomes all customers utilizing established procedures as outlined in manual.• Proficiently uses EPIC to quickly obtain necessary patient information.• Answers questions and refers customers to appropriate place in an accurate, timely manner.• Directs and/or escorts customers to their appropriate destination. | |
| Key Accountabilities: | |
| <ul style="list-style-type: none">• Maintains patient confidentiality.• Demonstrates excellent customer service skills based on the AIDET guidelines.• Correctly directs guests.• Maintains regular weekly schedule.• Exhibit a professional, clean, neat appearance when on duty.• Receive no more than three documented concerns about service within any six-month period.• Be able to describe and demonstrate St. Elizabeth Healthcare safety procedures for emergency situation with in one month of start date.• Demonstrated appropriate referral of guest concern within two weeks of start date. | |
| Time Commitment: | |
| <ul style="list-style-type: none">• Minimum one, four-hour shift per week; Openings available seven days a week.• Each Volunteer to be evaluated annually, according to Volunteer Services Staff to insure integrity of position is consistently maintained. | |
| Uniform: | |
| <ul style="list-style-type: none">• One of the approved Volunteer uniform options with solid pants.• Always wear a Volunteer name badge on upper portion of the body. Clipping the badge to a shirt collar provides the best visibility for patients and guests. | |