### Volunteer Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Surgery Waiting Area Liaison</th>
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<tbody>
<tr>
<td>Position Type:</td>
<td>Non-patient Care or Service Personnel</td>
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<tr>
<td>Facility:</td>
<td>Edg, Flo, Ft.T</td>
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<tr>
<td>Position Summary:</td>
<td>To act as liaison between families and surgery staff.</td>
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#### Qualifications:
- Excellent communication skills and interpersonal skills.
- Ability to maintain confidentiality.
- Ability to display and maintain a professional and courteous attitude.
- Must have good mobility and be able to stand and walk/navigate through hospital.
- Compassionate
- Ability to problem solve with positive outcomes for guest and facility
- Ability to defuse negative emotional situations
- Good listening and hearing skills

#### Duties & Responsibilities:
- Greet all and make eye contact
- Service coffee machine
- Coordinate referrals to hospital services
- Document daily activities on daily log sheet
- Act as liaison and provide communication between staff/families
- Escorting families to consultation rooms to meet with physician
- Explain role to families

#### Key Accountabilities:
- Maintains confidentiality
- Demonstrates excellent customer service skills based on the WE CARE service guidelines
- Maintains regular weekly schedule
- Exhibit a professional, clean, neat appearance when on duty
- Interacts tactfully, courteously and patiently with patients, guest and staff

#### Time Commitment:
- Minimum one, four-hour shift per week

#### Uniform:
- Standard Volunteer uniform