

Volunteer Position Description

Position Title:	Emergency Department Waiting Room Volunteer
Position Type:	Patient Services Personnel
Facility:	Edg, Flo, Ft.T, Cov, GC
Position Summary:	
<p>Help create and promote a caring, compassionate, efficient environment for patients, families and visitors of the Emergency Department and St. Elizabeth Healthcare. Greet visitors in a prompt and courteous manner recognize and assist with immediate/potential needs related to person comfort and provide directions/escort. Give elbow assistance for persons with mobility concerns and provide wheelchair transport as needed. Serve as a communication link between guests and other staff.</p>	
Qualifications:	
<p>Volunteer duties include but are not limited to:</p> <ul style="list-style-type: none"> • Prior experience or training in a medical setting helpful • Mature, calm person • Comfortable with people from all cultures and walks of life • Able to tolerate emotional people and deal with various behaviors/personalities for people of all ages without getting upset. This could include drunks, criminals and verbally abusive people. • Flexible personality • Able to function independently within the limits of the position • Basic computer skills or willingness to learn tracking system • Able to push an occupied wheelchair • Able to be on feet a great deal and walk long distances • Understands necessity of maintaining confidentiality 	
Duties & Responsibilities:	
<ul style="list-style-type: none"> • Greet all entering ED and provide needed assistance • Provide comfort and reassurance to families and visitors of ED patients • As much as possible be able to locate emergency patient/family members • Listen to concerns of patients and visitors than report these to the appropriate staff members • Assist staff members in locating family members throughout the waiting area • Brings family members to the treatment area when requested to do so • After being given the list, maintains current listing of patients in the ED registration • Provides immediate directional assistance to various areas throughout the facility • In case of absolute necessity – locate wheelchairs • Provides elbow assistance for guest, as needed, into wheelchair from car or to car at discharge • Informs families and visitors of hospitality areas within the organization i.e. Gift Shop, cafeteria, rest rooms, courtesy/pay phones, etc. to aid in their comfort while waiting • As needed, accompanies visitor/patients to various areas within he hospital i.e. Labor and Delivery • Assists with transporting of visitors in wheelchair to various areas • Assist in answering telephones and refers calls promptly and appropriately • Maintains awareness of the environment and notifies proper staff members of concerns or potential problems • Straightens waiting area and notifies if additional cleaning services are needed • Notices the length of wait and notifies charge nurse of unusually long delays 	

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- Replenishes magazines in waiting room and discards unsightly, soiled or inappropriate reading materials
- Offers coloring books and crayons to children in the waiting room
- Assists the receptionist with maintaining a secure environment for all waiting room guests by making them aware of policies related to safety i.e. no smoking, visitation policies
- Assists registration as needed

Key Accountabilities:

- Exhibits a friendly, professional manner in all communications. Remains polite and courteous of all parties
- Projects a strong, service-oriented attitude toward all patient, clients, visitors and staff
- Dependable, maintaining regular weekly schedule
- Adheres to all safety standards, policies and procedures. Reports any unsafe working conditions or equipment to the supervisor. Practices universal precautions
- Abides by all St. Elizabeth rules and regulations; understands and follow the confidentiality policy. Refrains from seeking information that is not needed to complete job duties
- Strives to maintain a clean and orderly environment
- Accepts responsibility for continuous improvement by making suggestions
- Refrains from using strong odors, i.e., colognes, perfumes, etc.
- Reflects the values of the organization
- Follows volunteer dress code established for the ED area by wearing regular volunteer uniform option and shoes with toes covered for safety

Time Commitment:

- Minimally one 3-4 hour shift per week between the hours of 7am and 11pm

Uniform:

- Volunteer polo shirt, smock or vest with solid color dress or casual pants and top/blouse for women
- Flat, closed toe shoes