### Volunteer Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Emergency Department Waiting Room Volunteer</th>
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<tbody>
<tr>
<td>Position Type:</td>
<td>Patient Services Personnel</td>
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<tr>
<td>Facility:</td>
<td>Edg, Flo, Ft.T, Cov, GC</td>
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</tbody>
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**Position Summary:**

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.

**Qualifications:**

Volunteer duties include but are not limited to:

- 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:**

- 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