

Volunteer Position Description

Position Title:	Emergency Unit Volunteer
Position Type:	Patient Services Personnel
Facility:	Edg, Flo, Ft.T, Cov, GC
Position Summary:	
Assist patients and hospital staff RN, ED techs and clerical staff. The job encompasses direct patient contact to simple assistance with daily tasks of hospital personnel.	
Qualifications:	
<ul style="list-style-type: none"> • Teen volunteers complete the Nursing Unit Training volunteer training course and safety program. • Adults and college student volunteers are trained on the unit • All must be able to adhere to the standards communicated in the volunteer module training/orientation with primary focus on patient confidentiality 	
Duties & Responsibilities:	
<p>Volunteer duties include but are not limited to:</p> <ul style="list-style-type: none"> • Deliver meal trays • Feed easy patients upon direction of charge nurse • Run errands to pharmacy, SPD, lab, dietary, walk patients with another employee • Discharge patients' ambulatory or wheel chair • Pass fresh drinking water • Answer intercom, phone and lights for messages only • Make un-occupied beds • Straighten bedside units • Play cards with patients • Empty trash cans from patient rooms and empty dirty linen bags from the hallway • Deliver warm blankets to patients at the nurse's direction • Volunteers must check in with the ED charge nurse prior to beginning their shift for assignment • The reception desk personnel will train new volunteers how to interpret the tracking board 	
Key Accountabilities:	
<p>For a volunteer to continue service in ED, the following work components must be met:</p> <ul style="list-style-type: none"> • Maintain patient confidentiality • Maintain regular weekly schedule • Completes tasks assigned correctly and with the parameters of the listed position functions with a positive customer service approach 	
Time Commitment:	
<ul style="list-style-type: none"> • Minimally one 3-4 hour shift per week between the hours of 7am and 11pm 	
Uniform:	
<ul style="list-style-type: none"> • Volunteer polo shirt, smock or vest with solid color dress or casual pants and top/blouse for women • Flat, closed toe shoes 	