



VOLUNTEER SERVICES DEPARTMENT

ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

ENT Clinic Volunteer

PURPOSE

The volunteer will assist professional staff with clerical duties and supplement patient care through support services.

SUPERVISING PERSONNEL

Director, Volunteer Services
Nurse Coordinator

TRAINING and EDUCATION

- Must complete general orientation provided by the Department of Volunteer Services.
- Participate in on-the-job training provided by staff or trained volunteers.

DAYS, HOURS, LOCATION

Monday - Friday, 9:00AM-4:30PM
Ground floor Neurosciences Hospital

ESSENTIAL FUNCTIONS

Clerical Duties:

- Assist with assembling packets, making copies, etc.
- Run errands, such as delivering x-rays.

Direct Patient Care:

Volunteers will supplement care through support services after instruction and documented learning by clinic staff.

- Call patients from lobby as instructed by nursing staff..
- Other duties as requested and appropriate.

PROCEDURES

1. Orient yourself with the hospital layout.
2. Be visible and available for clinic staff, patients and visitors.
3. Inform the desk or nursing staff of your whereabouts.
4. Ask questions of nursing staff.
5. Use discretion when experiencing patient contact.

MINIMUM REQUIREMENTS

- Must demonstrate competency in age specifics, HIPAA, and HEOSH information.
- Must be able to communicate with diverse population.
- Must be able to follow directions from staff.
- Understand the need for confidentiality and ability to maintain such.
- Knowledge of hospital layout, especially those areas that relate to needs of your unit.
- Must be able to follow directions from staff.
- Must be able to walk for long distances.

PERSONAL SKILLS, ABILITIES, KNOWLEDGE

- Must be a self-starter
- Ability to work with detailed information and follow directions.
- Have a friendly, positive attitude
- Ability to converse in Spanish is very helpful

PHYSICAL REQUIREMENTS

- Requires walking, standing, sitting, lifting and reaching
- Ability to push/pull up to 25 pounds
- Must be able to read and speak English in simple, understandable terms
- Must have intact sense of sight and hearing

PATIENT POPULATION SERVED

- Demonstrates knowledge of the principles of growth and development and possesses the ability to respond to age specific issues and data reflective of the patient's status.
- Demonstrates the knowledge and skills necessary to provide care for the following age groups: Neonate, Infant, Child, Adolescent, Older Adult

PROTECTED HEALTH INFORMATION

- Will limit access to protected health information (PHI) to the information reasonably necessary to do the job.
- Will share information only on a need-to-know basis for work purposes.
- Access to verbal, written and electronic PHI for this position has been determined based on assignment responsibility.

MACHINES, TOOLS and EQUIPMENT

Telephone, copier, FAX, computer and required application, and wheelchairs.

LENGTH OF COMMITMENT

One 3-4 hour shift per week for at least one year.

Director, Volunteer Services

ENT Clinic, CNII

The above statements are intended to describe the general nature and level of service being performed by volunteers assigned this service description. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities for people assigned.

Reviewed 2/96
Revised 12/01; 07/06; 2/11