VOLUNTEER SERVICES DEPARTMENT

ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

Information Desk Volunteer

PURPOSE

The volunteer assists Guest Services staff in various ways to ensure that patients, family members, and visitors are greeted upon arrival at the information desk and receive requested information and services. The volunteer will escort patients, family members and visitors to their destination as requested.

SUPERVISING PERSONNEL

Director, Volunteer Services
Director, Guest Services

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.
- Must learn to use the SMS patient location system and fully understand patient confidentiality.
- Learn the location of most requested areas for escorting.

DAYS, HOURS, LOCATION

Daily 8:00AM – 8:00PM
Information Desk in Memorial, Children's, and Women's Lobbies

ESSENTIAL FUNCTIONS

1. Greet patients and visitors.
2. Answer questions and provide information about the hospital and visiting/dining hours.
3. Escort patients and/or families to various destinations in the hospital.
4. Escort patients to their appointment site after registering.
5. Sit with discharged patients in the lobby until their ride comes – **may not sit with minors.**
6. Escort discharged patients from the Women's Lobby to the Pharmacy in the Memorial Lobby to get their prescriptions prior to leaving the Hospital. Return them to the Women's Lobby to wait for their ride.

PROCEDURES

- Sign-in in the volunteer office
- Ensure that you are wearing your volunteer uniform and your photo ID badge is visible above the waist
- Wash your hands before leaving the volunteer office
- Report to your assigned Information Desk
- If you are working in the patient discharge holding area, you will do the following:
    - Escort discharged patients, who need to fill a prescription, to the outpatient Pharmacy in the Memorial Lobby. The patient will let Guest Services staff know when they are ready to return to the Women's Lobby and the volunteer will escort them back to the Women's Lobby to wait for their ride.
- Escort visitors and patients to their destination.
- You may also help escort patients after they register in the lobby of the Women's Hospital.
- You may be asked to go to the Emergency Department and escort family members to the area where the patient has been transferred.

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 job.
- 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

Prefer at least three months

Director, Volunteer Services	Director, Guest Services

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.

5/07; 7/07; 9/07; 5/08