VOLUNTEER SERVICES DEPARTMENT

ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

Admitting Department - General Office Assistant

PURPOSE

Assist office staff in the daily operational tasks of the Admitting Department, including all the various sub groups such as registration, patient accounts, etc.

SUPERVISING PERSONNEL

Director, Volunteer Services
Manager/Supervisor Registration

TRAINING and EDUCATION

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

DAYS, HOURS, LOCATION

Monday – Friday 8:00AM – 5:00PM
Memorial Registration HUB
Children's Registration HUB Ground Floor
Cancer Hospital

Saturday 8:00AM – 8:00PM
Women's Hospital Ground Floor – Women's & Children's Admitting Office

ESSENTIAL FUNCTIONS

- Help with filing
- Make copies
- Run errands
- Assemble packets
- Answer telephones
- Light typing or computer work
- Tubing information to nursing units
- Escort patients to their destination.

PROCEDURES

1. Sign in at Volunteer Services Department and put on uniform and ID badge.
2. Report to the Supervisor or staff designee for daily assignments.
3. Report to staff when leaving the area.
4. Sign out in the Volunteer Services Department at the end of your shift.
5. Must call in advance if not able to volunteer as assigned.

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 self-starter.
- Have a friendly, positive attitude.
- Must be courteous and reliable.
- Ability to work with detailed information and follow directions.
- Good communication and customer relations skills.
- Good organizational skills.

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.
Minimum one-year commitment

Director, Volunteer Services	Department Manager

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.

6/03: 2/06: 7/06