

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Volunteer Aid/Escort

SUPERVISOR: Charge Nurse & Director, Volunteer Coordinator

DEPARTMENT: Surgery Department

DEPARTMENT MISSION: The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

PURPOSE: Assists as needed throughout the Surgery Department and hospital in a variety of both patient contact and non-patient contact areas.

JOB RESPONSIBILITIES:

- Greets patients/families and escorts to pre-surgery area.
- Changes linens and disinfects bed upon dismissal of patients from surgery.
- Stocks blanket warmer.
- Keeps linens & needles stocked.
- Provides assistance to patients and families as necessary.
- Performs simple and routine clerical work such as chart preparation, copying.
- Escorts surgery patients to 3rd floor rooms or vehicles upon dismissal.
- Performs additional duties as requested by Charge Nurse.
- Complies with hospital policies and procedures including Blood and Body Substance Precautions.

PERFORMANCE REQUIREMENTS:

1. **KNOWLEDGE, SKILLS, AND ABILITIES:** Ability to deal with people in a professional, pleasant, tactful and effective manner. Ability to maintain confidentiality. Ability to remain calm with people in stressful situations.
2. **EQUIPMENT USED:** Wheelchairs, mobile beds, photocopier.
3. **MENTAL DEMAND:** Ability to work calmly and effectively under pressure in stressful and emergency situations. Reading, confidentiality, problem solving, reasoning, verbal communication, customer contact, multiple concurrent tasks, constant interruptions. Performs routine duties independently, following prescribed procedures.
4. **COMMUNICATIONS:** Frequently interacts with patients and families, nursing staff, physicians, other employees, visitors, and clergy.

5. **PHYSICAL EFFORT:** Minimal to moderate physical effort, including bending, crouching, kneeling, carrying, pushing, reaching, sitting, standing, talking, hearing, walking, seeing. The typical work day involves the following physical strength requirements:
Medium work: exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.
6. **WORKING CONDITIONS:** May work in an environment that is emotionally and/or physically stressful due to unpredictability of patient volume, great diversity of patient needs and increased risk of exposure to infectious disease. Occasional exposure to blood/body fluids.
7. **EDUCATION, EXPERIENCE, AND TRAINING:** Minimum of 8th grade education.
8. **POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

APPROVED BY:

Volunteer Co-ordinator

Date

<p><i>I have read and understand the responsibilities and requirements of my job description.</i></p>	
_____ Volunteer Signature	_____ Date