

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Surgery Reception 2

SUPERVISOR: Admissions Supervisor/Volunteer Coordinator

DEPARTMENT: Admissions 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: Provides assistance to Admissions Department staff as directed.

JOB RESPONSIBILITIES:

- Adhere to Privacy Laws.
- Greet Patients and families.
- Will escort patient to Consultation Room & family members to patient after prep for surgery and after surgery, if needed.
- Will assure vending area, lobby, & restrooms are clean, and if necessary call housekeeping for attention (for restrooms, call operator and ask for housekeeping to call)
- Will call for Shuttle Service as needed.
- Assist patients in locating wheelchairs as necessary.
- Provides assistance to patients and families as necessary.
- 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:** Telephone and mobile radio.
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. 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:**
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

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