

## JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

**POSITION:** Volunteer Aid

**SUPERVISOR:** Charge Nurse & Director, Volunteer Coordinator

**DEPARTMENT:** Emergency 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 Emergency Department staff as directed.

**JOB RESPONSIBILITIES:**

- Stocks linens and other supplies as needed.
- Assists patients into wheelchairs or onto carts as necessary.
- Changes linens upon dismissal of patients.
- Directs patients and families to registration.
- Provides assistance to patients and families as necessary.
- Performs simple and routine clerical work.
- Escorts patients to room upon admission or other areas of the hospital.
- 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. 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 8<sup>th</sup> grade education.

8. **POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

**APPROVED BY:**

\_\_\_\_\_  
Volunteer Co-ordinator

\_\_\_\_\_  
Date

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