

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Floating Volunteer

SUPERVISOR: Volunteer Coordinator

DEPARTMENT: Volunteer Services

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 Volunteer Services Department and hospital in a variety of both patient contact and non-patient contact areas.

JOB RESPONSIBILITIES:

- Maintains patient/client confidentiality.
- Calls Volunteer Coordinator's Voice Mail
- Calls in Volunteers to fill vacancies for the day
- May fill-in vacancies if unable to find replacements
- Answers phones
- May deliver papers, bears, color books, crayons.
- Inventory volunteer uniforms
- Prepares volunteer birthday cards
- Interacts with patients, volunteers & staff
- Cross-Train in multiple areas.

PERFORMANCE REQUIREMENTS:

1. **KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge of hospital services and their locations, ability to take instruction, ability to work independently, good customer relations skills.
2. **EQUIPMENT USED:** Copier, telephone, wheelchairs, & computers.
3. **MENTAL DEMAND:** Ability to maintain confidentiality, reading, reasoning, verbal communication; performs routine duties independently, following prescribed procedures.
4. **COMMUNICATIONS:** Frequently interaction with hospital staff; some interaction with patients and visitors. Performance expectations of key customers for this position include timely and accurate information as well as courteous and respectful communication.

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:** No 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, but generally the older generation.

APPROVED BY:

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