

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Information Desk Volunteer

SUPERVISOR: Volunteer Coordinator

DEPARTMENT: Business Development

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: To provide assistance, directions and/or escort guests and patients to desired area.

JOB RESPONSIBILITIES:

- Utilizes computer in locating patients, staff, and other information.
- Fulfill all requests for information in a professional and customer focused way.
- May on occasion transport patients in wheelchairs to designated point of service.
- Accepts deliveries from florists.
- Provides assistance to customers in Emergency Department, Lab, Admissions and Radiology waiting areas.
- Answer phone requests for information or services using proper JMH phone etiquette.
- Performs simple and routine clerical duties.
- Performs additional duties as requested.
- Support Building Excellence Standards.
- Conducts all activities in compliance with applicable laws, regulations, standards, Hospital policy and procedures including Blood and Body Substance Precautions.

PERFORMANCE REQUIREMENTS:

KNOWLEDGE, SKILLS, AND ABILITIES: Requires excellent communication and hospitality skills. Ability to handle confidential information in a professional manner. Ability to utilize Meditech system to access information.

EQUIPMENT USED: Computer, telephone, wheelchairs, carts.

MENTAL DEMAND: Ability to work calmly and effectively in stressful and emergency situations. Reading, confidentiality, problem solving, reasoning, verbal communication, customer contact.

COMMUNICATIONS: Exhibits excellent guest relations to patients, visitors, physicians and staff, shows courtesy, compassion and respect.

PHYSICAL EFFORT: Moderate physical effort, including walking, pushing, pulling, reaching, talking, hearing, seeing, sitting. Typical work day involves the following strength requirements: Medium work: exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.

WORKING CONDITIONS: No exposure to blood/body fluids.

EDUCATION, EXPERIENCE, AND TRAINING: Life experiences are augmented with mandatory orientation, infection control and on-the-job training.

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

APPROVED BY:

Volunteer Coordinator

Date

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