

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Cardiology Volunteer

SUPERVISOR: Volunteer Coordinator & Department Director

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 in the Cardiology Department with patients and staff.

JOB RESPONSIBILITIES:

- Adheres to Privacy Law.
- Frequent interaction with hospital staff, patients and the public.
- Greet customers with a smile.
- Answer phones, covers front desk as needed.
- Locate/Turn on ultrasound, treadmill, and blanket warmer
- Offer blankets and wedge to patients
- Prepare snacks per patient request
- Ask patients to fill out surveys
- Prepare ECG paperwork
- Deliver ECG paperwork to designated location
- Properly wipe down turnover rooms
- Gather essential supplies as needed
- Stock linens and supplies
- Put all completed paperwork in HM tray
- Provide directions to patients as needed throughout the hospital
- Has frequent opportunity for one-on-one interaction with patients.
- May transport patients
- Complies with hospital policies and procedures including Blood and Body Substance Precautions.
- Performs additional duties as directed by immediate supervisor

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, ultrasound, treadmill and blanket warmer.
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.

APPROVED BY:

_____ Date

Volunteer Coordinator

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