



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

ER SUPPORT SERVICES VOLUNTEER

Mission Statement

Must have a strong belief in Mercy's Mission, Vision and Values, demonstrate respect and compliance with Mercy's Patient Rights Statement, and exemplify Mercy's Core Values.

Summary

Direct supervision provided by the Emergency Room staff and/or the Charge Nurse Supervisor. Duties involve direct interaction with staff, physicians, patients, visitors, and community members. The Emergency Room volunteer will assist the Emergency Department by providing comfort assistance to patients and families, assist housekeeping with room turn-overs, and stocking of supplies.

Principal Duties & Responsibilities

It is the responsibility of all employees to read, accept, and follow the initiatives of CHI Mercy Health as outlined in the publication, *Ethics at Work*. Corporate Compliance is the duty and responsibility of everyone employed by CHI Mercy Health and its related organizations.

- * Promotes a strong belief in Mercy's Mission and has respect for and compliance with Mercy's Patient Rights Statement.
- * Demonstrates behavior consistent with Mercy's Core Values: **Reverence, Integrity, Compassion, and Excellence.**
- * Exhibits the ability to make effective decisions based on verifiable and measurable data/criteria.
- * Promotes positive customer relations with internal and external customers.
- * Demonstrates respect and sensitivity to cultural/social difference in interactions with others.
- * Completes assigned tasks in a timely manner
- * Demonstrates initiative and problem solving skills using sound judgment.
- * Assumes additional responsibilities as needed with little or no direction; shows initiative in assisting others within the department.
- * Checks in with the ED charge nurse when coming on duty and checks out before leaving.
- * Visits with patients and family members, offering comfort and assistance. This may include listening, offering warm blanket providing food/drink (after checking with ED staff)
- * May change linens, unless linens are soiled with blood/body fluids (does not handle blood/body fluids)

- * Reports problems/issues, as appropriate, to the Emergency Room staff.
- * May escort patients out of the department to the discharge desk/ED main desk.
- * Stocks supplies as requested.
- * Washes hands upon entering and leaving a patient room. Demonstrates knowledge of isolation signage and does not attend to patients in isolation rooms.

(*Denotes essential function)

Qualifications

Emotional maturity and ability to cope with potentially hostile situations, displaying calmness, tact, good judgment and patience. Good listening and communication skills. Good judgment and ability to identify situations needing immediate action. Respectful, understanding attitude. Compliance with patient confidentiality guidelines. Ability to work with minimal direction or supervision. Available on a regularly scheduled basis.

Physical Requirements

Standing 25% of the time; walking 70% of the time; sitting 5% of the time; lifting and carrying 10% of the time, and able to carry up to 5 pounds. Pushing/pulling 0% of the time; bending, stooping, twisting 0% of the time; reaching and handling 0% of the time. Climbing stairs 0% of the time (Elevator available).

Hearing: within normal limits with or without use of corrective hearing devices, vision: adequate to read 12-point type with or without use of corrective lenses. Must be able to verbally interact with staff, clients and public. Manual dexterity of hands/fingers for writing, computer input.