



Mercy Medical Center

## VOLUNTEER

### POSITION DESCRIPTION

#### FAMILY BIRTHPLACE SUPPORT SERVICES VOLUNTEER

### **Mission Statement**

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

### **Summary**

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Assists Family BirthPlace in safeguarding against infant abduction by being alert to visitors entering and leaving the unit. Checks patient list prior to allowing guests access to the unit. Provides clerical support as needed.

### **Principal Duties & Responsibilities**

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It is the responsibility of all employees to accept, read, 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 differences in interactions with others.
- \* Completes assigned tasks in a timely manner.
- \* Demonstrates initiative and problem solving skill, using sound judgment.
- \* Assumes additional responsibilities as needed, with little or no direction, shows initiative in assisting others within the department.
- \* Maintains excellent customer service, reflects CHI Core Values, Mercy Mission/Values and demonstrates respect/compliance with Mercy's Patient Rights Statement.
- \* Warmly greets staff, physicians, patients and visitors, and offers assistance as appropriate.
- \* Assists Family Birth Place in safeguarding against infant abduction by being alert to visitors entering and leaving the unit.
- \* Assembles and tears down patient charts
- \* Assembles new baby packets
- \* 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**

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Must have the ability to communicate well with others and to treat information and people in a professional, respectful and confidential manner. Must have excellent communication skills with a caring, friendly attitude. Must exhibit good judgment. Must be sensitive to problems caused by illness/stress. Must demonstrate dependability and report to work as scheduled. Ability to learn use of hospital pneumatic tube system. Excellent telephone etiquette. Experience with filing, copying preferred.

## **Physical Requirements**

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Standing 10% of the time; walking 10% of the time; sitting 80% of the time; lifting and carrying 25% of the time, and able to carry up to 5 pounds. Pushing/pulling 1% of the time; bending, stooping, twisting 10% of the time; reaching and handling 1% 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.