



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

MEDICAL FLOOR SUPPORT SERVICES

Mission Statement

Must have a strong belief in the CHI Values, Mercy's Mission and Values, demonstrate respect and compliance with Mercy's Patient Rights Statements, and exemplify Mercy's Standards of Care.

Summary

Works under the guidance of the Medical floor staff. Assists staff with clerical support and providing non-nursing patient comfort care. Duties will involve interaction with patients, guests, staff and community members.

Principal Duties & Responsibilities

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
- * Ability to communicate well with others and to treat information and people in a professional, respectful and confidential manner.
- * Absolute compliance with the "confidentiality" requirements.
- * Stock/redistribute/order equipment and supplies.
- * Compliance assistance
- * Unit errands
- * Patient/guest comfort
- * Assists with other clerical duties as requested.

(*Denotes essential function)

Qualifications

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 be sensitive to problems caused by illness/stress. 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.