

MUSIC TO HEAL VOLUNTEERS

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

Music in the lobby and waiting room areas is very welcoming and allows patients, families and staff to experience the healing value of music. Music to Heal Volunteers provide a warm, comforting, friendly, and calm atmosphere through the process of playing instrumental music for patients, families and staff in hospital common areas.

Musicians must supply his/her own instrument. Guitar, harp, portable keyboard, string instrument, or woodwind instrument is acceptable at the approval of the Director of Volunteer Services. Please select music choices that can be played at a volume that will be soothing and respect conversations that are occurring in the waiting areas and at our information desk.

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.
- * Ability to play for at least two hours.

- * Ability to move to different lobbies during the two hour session.
- * A weekly or monthly commitment of at least six months.

(*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 exhibit good judgment. Must be sensitive to problems caused by illness/stress. Must demonstrate dependability and report to work as scheduled.

Physical Requirements

Standing 5% of the time; walking 5% of the time; sitting 90% of the time; lifting and carrying 10% of the time, and able to carry up to 25 pounds. Pushing/pulling 5% of the time; bending, stooping, twisting 2% of the time; reaching and handling 3% 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.