



Mercy Medical Center

VOLUNTEER POSITION DESCRIPTION

PATIENT ADVOCATE VOLUNTEER

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 Statement, and exemplify Mercy's Standards of Care.

Summary

Direct supervision provided by the Patient Advocate. Duties involve direct interaction with staff, physicians, patients, visitors, and community members. The Patient Advocate volunteer will assist in identifying situations needing intercession by the Patient Advocate. Must be comfortable entering patient rooms and discussing situations with patient and loved ones.

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**.
- * Collaborates with immediate supervisor to establish, define and refine department goals and objectives consistent with facility's Mission and Values, and demonstrates satisfactory progress towards these goals and objectives.
- * 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.
- * Visit with patients to determine if they are experiencing any problems.
- * Document and report problems, as appropriate, to the Patient Advocate.
- * Assist Patient Advocate, as requested, with follow-up. This may entail additional contact with patient or other departments.
- * Complies with all confidentiality guidelines, including keeping patient-related written materials out of sight of patients/visitors and disposing in shredding bins.
- * 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 70% of the time; walking 10% of the time; sitting 20% 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.