

POSITION DESCRIPTION

PATIENT/GUEST SERVICES VOLUNTEER

Mission Statement

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

Summary

Assists hospital by offering beverages to visitors in hallways, lobbies and patient rooms. Is able to push utility cart with supplies throughout hospital. Is comfortable entering patient rooms to offer beverages to guests.

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.
- * Keep cart stocked.
- * Prepare coffee and hot water.
- * Takes coffee cart throughout hospital hallways and lobbies, and down patient hallways, offering beverages to guests.
- * 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

Must be comfortable entering patient rooms to offer guests beverages. Must have the ability to inform patients that they are unable to offer them snacks due to dietary limitations they may have. 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 listening and communication skills with a caring, friendly attitude. Must enjoy patient contact and be sensitive to problems caused by

illness/stress. Must become familiar with the hospital complex and be able to provide clear, concise directions. Must demonstrate dependability and report to work when scheduled. Must be able to successfully operate the coffee machine and pump pots.

Physical Requirements

Standing 10% of the time; walking 90% of the time; sitting 0% of the time; lifting and carrying 5% of the time, and able to carry up to 5 pounds. Pushing/pulling 90% 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.