



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

SOUTH INFORMATION DESK VOLUNTEER

Mission Statement

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

Summary

The Information Desk volunteers assist with welcoming and directing patients and visitors, tracking flower deliveries, and logging and storing lost and found items.

Principal Duties & Responsibilities

It is the responsibility of all employees to read, accept, 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 difference in interactions with others.
- * Completes assigned tasks in a timely manner
- * Demonstrates initiative and problem solving skills using sound judgment.
- * Assumes additional responsibilities as needed with little or no direction; shows initiative in assisting others within the department.
- * Works with the Escort Volunteer to promote the smooth operation of the reception desk.
- * Welcomes every person that enters the hospital (visitors, patients, and staff) with a smile and warm greeting.
- * Provides clear, accurate directions to patients/visitors for various locations/tests within the hospital.
- * Uses computer/Meditech software to provide information regarding patient room assignments, complying with confidentiality guidelines.

- * Maintains log for flower deliveries.
- * Maintains log of lost and found items.

(*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 listening and communication skills with a caring, friendly attitude. Must exhibit good judgment and ability to quickly identify situations needing action by a staff person. 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 computer/Meditech software to provide information regarding patient rooms.

Physical Requirements

Standing 5% of the time; walking 15% of the time; sitting 75% of the time; lifting and carrying 5% of the time, and able to carry up to 5 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.