



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

SPIRITUAL CARE 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

Spiritual care services volunteers possess a genuine desire to serve those who are experiencing ill health, in a non-judgmental and sympathetic manner, to respond compassionately to patient (and family) needs and concerns, to pray for or with those who desire prayer and to share comfort, hope, encouragement and humor as needed.

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.
- * Maintains excellent customer service, reflects CHI Core Values, Mercy Mission/Values and demonstrates respect/compliance with Mercy's Patient Rights Statement.
- * Patient visitation in hospital rooms on the second and third floors.
- * May choose to offer emotional and/or spiritual support to persons in waiting areas who are observed to be experiencing distress.
- * Visiting those patients whose names are on the census given by a Chaplain and to offer caring hospitality to patients, their families and their visitors.
- * Pray for or with those who desire prayer.

- * Inform a Chaplain that a patient has special needs, concerns, or problems such as intense anxiety, fear, discouragement, depression, pain, etc.
- * 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

Ability to communicate well with others and treat information and people in a professional, respectful, and confidential manner. Must exhibit good judgement and the ability to quickly identify situations needing action by staff person. Must have a genuine desire to serve the sick and willingness to pray verbally with or for a patient. Must be 18 years of age. Must not have health problems that would interfere with ministry responsibilities. Must complete the Spiritual Care Services orientation program. Must make a personal discernment before making a commitment to serve as a Mercy Spiritual Care Service volunteer.

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.