



Mercy Medical Center

VOLUNTEER

POSITION DESCRIPTION

SURGERY/2ND FLOOR INFORMATION DESK 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

Provides information to visitors/family members and serves as a liaison between surgical patients, families and staff.

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
- * Provides information to patients and visitors.
- * Facilitates communication between surgical staff and patients/families, paying special attention to family members in distress.
- * Escorts patients and family member into Day Surgery, when notified by the Day Surgery Staff.
- * Notifies Day Surgery Staff when patient arrives in waiting area and record time of arrival.
- * Keeps track of waiting family members and accurately direct physician to family member when requested.

* May escort Day Surgery patients out of the hospital, via wheelchair.

(*denotes essential function)

Qualifications

Must be able to accurately track patients and families waiting for surgery, utilizing paper lists and/or computer tracking system. Must be able to accurately identify patient family members for physicians. 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 judgement and ability to quickly identify situations needing action by staff personnel. Must enjoy patient contact and be sensitive to problems caused by illness/stress. Familiarity with the hospital complex preferred. Must demonstrate dependability and report to work as scheduled.

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.