



Mercy Medical Center

VOLUNTEER POSITION DESCRIPTION

VOLUNTEER VETERAN VISITATION 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

The Volunteer Veteran Visitation program is a unique opportunity for United States military veterans to honor and thank their fellow servicemen, who are receiving care at Mercy Medical Center. Volunteer Veterans are given the opportunity to connect with veteran patients by sharing military experiences and explaining some of the benefits available to veterans.

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.
- * Visiting hospitalized veterans whose names are on the census given by Volunteer Services Director/Coordinator.
- * Complete the observation sheet.
- * 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

Must be a veteran, or a volunteer at the Veterans Hospital, with vast knowledge of the VA system. Must be comfortable entering patient rooms and engaging in conversation with patients and family members. 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 by staff. 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.