JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL

St Marys, Ohio

 Volunteer Opportunity Description

TITLE: VOLUNTEER-PATIENT SERVICE

RESPONSBILE TO: VOLUNTEER DEVELOPMENT COORDINATOR OR DESIGNATED DEPARTMENT STAFF

WORK AREA: VOLUNTEER SERVICES

All of the criteria-based duties and standards within this document will be performed according to established policies, procedures, and guidelines within the work area, Hospital and JTDMH Mission Statement.

SUMMARY:

To assist hospital/department staff with basic tasks and duties, to allow hospital /department staff to best serve the patient within the scope of the volunteering training.

BLOODBORNE PATHOGEN CATEGORY 1:

 Tasks with actual blood/body fluid exposure are not common in this position’s duties.

DUTIES AND RESPONSIBLITIES:

1. Answer phone calls and all pager calls.
2. Make deliveries (such as newspapers, flowers, trays, cards, patient snacks to floors) as requested.
3. Escort patients and families thru the hospital as requested.
4. Complete clerical assignments (assemble packets, mailings, collating etc.) as requested.
5. Complete Angel Cart rounds as requested in absence of volunteer.
6. Folding and assembly of department items, as requested (such as gowns, ASU bags, Pain Packets)
7. Round to make sure wheelchairs are in place or make sure taken to correct place.
8. Stocking supply cabinets in (ASU, 2nd, 3rd and 6th floors) as needed.
9. Proper record keeping of volunteer time and annual requirements, as directed.
10. Other requests, duties or tasks as requested by staff within the scope of the volunteer training.

QUALIFICATIONS:

1. Interpersonal Skills:

Interpersonal skills in dealing with patients, families, visitors, hospital staff. Respects the confidentiality of patients and families.

1. Physical Effort:

Must be able to maneuver in a safe manner. No heavy lifting is a requirement of this duty.

Opportunity does require walking long distances, possibly many times in one shift.

1. Skills:

Must be able to take direction and follow instructions and work in a team setting.

DO’S AND DON’TS FOR VOLUNTEERS:

 Refer to the volunteer handbook for a list of Do’s and Don’ts for volunteers.

VOLUNTEER-OUTPATIENT CENTER/GREETER

PERFORMANCE STANDARDS

1. **Quality of Work**
* Maintains and reports volunteer time in a timely manner.
* Responds in a timely manner to Volunteer Development Coordinator requests.
* Is accountable to committed volunteer days/times.
* Is willing to pick up extra time and help with additional volunteer events.
1. **Productivity/Use of Time**
* Show up to volunteer duties as scheduled or follows appropriate call in procedure.
* Is able to follow and take direction from staff/Volunteer Development Coordinator.
* Participates in events and programs.
* Follows annual requirements and education items, as requested.
1. **Interpersonal Relationships/Teamwork**
* Has appropriate follow thru with patients and staff with questions or concerns.
* The ability to interact with patients, families, visitors and staff in appropriate manners and can get patients and families the information and direction they are requesting.
* Works well with and supports other volunteers thru mentoring and training, as requested.
* Asks for additional instruction and/or education on tasks unfamiliar to volunteer.
1. **Mission/Customer Service Program Effectiveness**
* Makes an effort to demonstrate the Grand Lake Health System and Joint Township District Memorial Hospital’s mission, vision and values.
* Makes an effort to practice The Grand Experience Customer Service Program’s mission and values of Quality, Safety, Honest, Communication and Courtesy and Personalization.

 Quality:

Recognizes quality requires continuous improvement and is a journey

achieved through teamwork.

 Safety:

Recognizes and practices safety by being proactive, preventative response, aware and

Prepared-able to ask for help.

Knows/aware of the safety codes (i.e. Code Adam, Code Red, etc.) Can follow direction during an event.

 Honesty:

 Recognizes that honesty is the right thing to do at all times.

 Reports any compliance issues or misconduct.

 Communication:

 Listens carefully for questions and concerns.

 Helps the customer to make appropriate decisions.

 Courtesy

 Is polite and professional at all times.

 Maintains a cheerful and friendly attitude, using caring words and actions.

 Personalization:

 Listens carefully for questions and concerns.

 Communicates well with our customers, creating a seamless transition throughout the

continuum of care.

Measurement Criteria:

Source: Direct observations from Volunteer Development Coordinator or supervising staff.

5 Exceeds Standards:

Volunteer provides as a “model” or other volunteers on this standard and exhibits exceptional performance on this standard. Requires no oversight or direct supervision concerning this standard with no noted deviations.

 4 In between Exceeds Standard and Meets Standard:

 Volunteer is viewed as performing “very well” on this standard. Requires minimal or very infrequent

 amount of oversight and supervision regarding this standard.

 3 Meets Standard:

 Volunteer is viewed as performing well on this standard. Requires normal amount of oversight and

 supervision regarding this standard.

 2 In between Meets Standard and Does Not Meet Standard:

 Volunteer is viewed as not performing well on this standard. Requires more than the typical amount of

 oversight and supervision on this standard. Some improvement is needed on this standard.

 1 Does Not Meet Standard:

 Volunteer is viewed as not performing “at all” on this standard and requires immediate improvement. Requires a significant or unusual amount of oversight and close supervision on this standard.

Volunteers scoring under 50% of total points (under 25) or points in a specific standard (under 7) will require reeducation/training as directed by Volunteer Development Coordinator or designated department staff.