

Volunteer Service Description

<i>Position Title: Volunteer Ambassador Information Desk</i>	
<i>Objective:</i>	Meet, greet and escort patients and visitors arriving at our front doors. Provide helpful, courteous and efficient information and assistance to the public, patients and hospital staff. Provide foreign language support to non-English speaking visitors.
<i>Hours:</i>	Monday-Friday 8am-4:30pm Cancer Center Monday-Sunday SGH and SMH 6am-6pm
<i>Qualifications:</i>	Willingness to be helpful and courteous at all times. Must possess maturity, tolerance and patience to work with people of all walks of life. If bi-lingual, must possess conversational skills of a foreign language.
<i>Training:</i>	Hospital orientation and specific departmental orientation.
<i>Competencies:</i>	Confidentiality Phone etiquette Works effectively with others Understanding and following directions Will interview and have a conversation with the Interpretive Services department manager for purposes of assessing language skills (fluency) Will shadow a Patient Escort Lift Technician for 2 shifts to learn the the layout of the hospital.
<i>Responsibilities:</i>	The four most important duties of this position include: 1. Assist visitors walking through the front doors and personally escort patients/visitors to their destination 2. Assist staff with preparation of important hospital materials (packets) for patients to take home upon discharge .. Volunteers should check shelves for stock and make packets when supplies run low 3. Deliver mail and/or flowers to patients while on duty 4. Be able to navigate the computer screens to look up patient room numbers to assist visitors Other Responsibilities: Answer phones May assist various departments (if in the Cancer Center) with mailers and other tasks if it doesn't interfere with the front desk duties.

May assist any staff member with wheelchairs as needed.
Upon arrival of shift be responsible to find out what activities are happening throughout the hospital (see meeting calendar)
Bi-lingual volunteers may only engage in non-medical conversation with a non-English speaking visitor (no writing or translation of “medical” issues and no medical advice is to be given.
May assist to stock workstation with paperwork supplies on a regular basis.
Volunteers should ask staff for assistance or clarification when needed
On weekends: may assist staff in the Emergency department with chart tear downs
If you feel ill or cannot make your shift please call your department to let them know: SGH 454-2222 x84196
SMH 454-3333 x11515 Terese or Staff