

**Volunteer Service Description**

<b><i>Position Title: ACU/SURGERY RECOVERY SMH</i></b>	
<b><i>Objective:</i></b>	<b>To provide information and coordinate communication between significant others related to patients in surgical services, as well as assist staff as needed.</b>
<b><i>Hours:</i></b>	<b>Monday-Friday 0900-1800 No Weekends or Holidays</b>
<b><i>Qualifications:</i></b>	<b>Friendly positive attitude. Volunteer should feel comfortable approaching visitors to gather necessary information. High degree of professionalism. Possess compassion in dealing with families. Position interacts with physicians, patients, visitors, and surgical staff; strong communication skills are critical. Flexibility required handling various tasks and circumstances that may arise. This position requires a lot of walking, standing, and sitting.</b>
<b><i>Training:</i></b>	<b>Hospital orientation and specific departmental orientation.</b>
<b><i>Competencies:</i></b>	<b>Confidentiality Communicating effectively and compassionately Phone etiquette Understanding and following directions from nursing staff Ability to be self directed.</b>
<b><i>Responsibilities:</i></b>	<b>Check to ensure that family members/visitors are located in the correct waiting room. Visit with family members/visitors in waiting room; keep family informed of patient location and estimated schedule. Assist physicians in locating family members/visitors. Assist staff with transporting or discharging patients. Help assemble chart packets for RN staff. Can run errands in the hospital as requested by staff (lab, central supply).</b>
<b><i>Requirements:</i></b>	<b>Volunteer must call department if they cannot make their shift. 733-0880</b>