

<b>Position Title:</b>	Clerical Volunteer
<b>Location:</b>	Various, all buildings
<b>Reports To:</b>	OVP Staff, Department Staff
<b>Schedule:</b>	Daily and various 8 am – 4 pm; typically 4 hour shifts
<b>Physical Demands:</b>	See Attached
<b>Uniform:</b>	Badge, choice of official OVP issued uniforms
<b>Purpose:</b>	to provide clerical support to Department Staff throughout the hospital including but not limited to: HIM, Medical Staff Office, Public Relations, Quality Services, Nursing, Health Education and Volunteer Services
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>· Understanding of and ability to maintain patient confidentiality</li> <li>· Committed to the Mission of Upstate University Hospital</li> <li>· Sensitivity and respect for the diversity of the people we serve</li> <li>· Abide by all infection control standards</li> <li>· Conduct oneself in a mature and responsible manner</li> <li>· Positive and approachable attitude</li> <li>· Good communications skills</li> <li>· Able to communicate clearly in English; bilingual skills are helpful</li> <li>· Understanding and ability to use good customer service skills</li> <li>· Understand scope and limitations of the volunteer role assigned</li> <li>· Adhere to the Volunteer Code of Conduct</li> <li>· Adhere to the Volunteer Dress Code expectations</li> <li>· Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role</li> <li>· Honor the commitment you have made to your role</li> <li>· Will come to OVP with questions about any roles the volunteer can/cannot fill</li> </ul>
<b>Role Specific Qualifications:</b>	.
<b>Training:</b>	<ul style="list-style-type: none"> <li>· Completion of New Volunteer Orientation through OVP</li> <li>· Maintaining compliance with annual and any additional, mandatory trainings</li> <li>· Completion of Department specific orientation</li> </ul>
<b>Duties:</b>	<ul style="list-style-type: none"> <li>· Assist with daily office activities</li> <li>· Use photocopier efficiently (double sided, stapled etc)</li> <li>· Use computer as directed and follow hospital policy as to its use</li> <li>· Do not log in to any hospital systems using anyone else's ID</li> <li>· File paperwork</li> <li>· Answer telephones and make phone calls</li> <li>· Greet patients and provide good customer service</li> <li>· Be available for other duties as requested</li> </ul>
<b>Restrictions:</b>	

## Service Description - Volunteer

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I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

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Volunteer Signature

Date

OVP Staff Signature

Date