Position Title: Clerical Volunteer
Location: Various, all buildings
Reports To: OVP Staff, Department Staff
Schedule: Daily and various 8 am – 4 pm; typically 4 hour shifts
Physical Demands: See Attached
Uniform: Badge, choice of official OVP issued uniforms

Purpose:
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

Qualifications:
- Understanding of and ability to maintain patient confidentiality
- Committed to the Mission of Upstate University Hospital
- Sensitivity and respect for the diversity of the people we serve
- Abide by all infection control standards
- Conduct oneself in a mature and responsible manner
- Positive and approachable attitude
- Good communications skills
- Able to communicate clearly in English; bilingual skills are helpful
- Understanding and ability to use good customer service skills
- Understand scope and limitations of the volunteer role assigned
- Adhere to the Volunteer Code of Conduct
- Adhere to the Volunteer Dress Code expectations
- Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role
- Honor the commitment you have made to your role
- Will come to OVP with questions about any roles the volunteer can/cannot fill

Role Specific Qualifications:

Training:
- Completion of New Volunteer Orientation through OVP
- Maintaining compliance with annual and any additional, mandatory trainings
- Completion of Department specific orientation

Duties:
- Assist with daily office activities
- Use photocopier efficiently (double sided, stapled etc)
- Use computer as directed and follow hospital policy as to its use
- Do not log in to any hospital systems using anyone else’s ID
- File paperwork
- Answer telephones and make phone calls
- Greet patients and provide good customer service
- Be available for other duties as requested

Restrictions:
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.

<table>
<thead>
<tr>
<th>Volunteer Signature</th>
<th>Date</th>
<th>OVP Staff Signature</th>
<th>Date</th>
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